Missouri is Technology First

Logo made possible by:
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Why become a Technology First State?

- Improves quality of life.
- Increases independence and privacy.
- Provides tools that can increase safety and health.
  - Allows real-time data to be used to track medication adherence, sleep patterns, and the occurrence of other health events.
- Bends the Medicaid cost-curve.
- Addresses the direct care staffing shortage.
## Bending the Medicaid Cost Curve

<table>
<thead>
<tr>
<th></th>
<th>Agency A</th>
<th>Agency B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual cost of night shift</strong></td>
<td>$70,080.00</td>
<td>$70,080.00</td>
</tr>
<tr>
<td><strong>Annual cost for Remote Support Agency</strong></td>
<td>$54,902.40</td>
<td>$9,000.00</td>
</tr>
<tr>
<td><strong>Amount remaining to route into hourly rates or to pay agency staff to monitor</strong></td>
<td>$15,177.60</td>
<td>$61,080.00</td>
</tr>
</tbody>
</table>

Why become a Technology First State?
Why become a Technology First State?

Hourly Wage Comparison
2017 NCI Staff Stability Survey

Median Salary
- National: $12.09
- Missouri: $10.50

Median Starting Salary
- National: $11.00
- Missouri: $10.00

MO needs $76M GR to get to $12.09
## DSP Shortage - 2017 NCI Staff Stability Survey

### Of the Direct Support Professionals (DSPs) employed at responding agencies as of December 31, 2017:

<table>
<thead>
<tr>
<th>Duration</th>
<th>NCI Average</th>
<th>Missouri</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed for less than 6 months.</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Employed between 6 and 12 months.</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Employed for more than 12 months.</td>
<td>64%</td>
<td>62%</td>
</tr>
</tbody>
</table>

### Of the DSPs employed the percentage who left employment at responding agencies between January 1, 2017 and December 31, 2017:

<table>
<thead>
<tr>
<th>Duration</th>
<th>NCI Average</th>
<th>Missouri</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed for less than 6 months.</td>
<td>32%</td>
<td>41%</td>
</tr>
<tr>
<td>Employed between 6 and 12 months.</td>
<td>18%</td>
<td>22%</td>
</tr>
<tr>
<td>Employed for more than 12 months.</td>
<td>38%</td>
<td>25%</td>
</tr>
</tbody>
</table>

- **DSPs employed (MO)** – 13,353
- **DSPs separated (MO)** – 7,472
- **Turnover Rate**: NCI Avg 47.0%, MO 56.3%
- **Full Time Vacancy Rate**: NCI Avg 8.1%, MO 7.5%
What a State Needs to be Technology First

Waiver Definition Supporting Assistive Tech and Remote Supports (2012)
Waiver Definition (P.29)

Assessment to determine appropriateness of technology
Assessments

Policy around when the waiver is the payer for technology – primarily related to assistive technology.

Buy-in Mental Health Commission, Governor’s Office, Elected Officials, Stakeholders, Other State Agencies

Sell it – Tech Fests, Benchmarks, Messaging, Training Tools, Webpage
Webpage

Vendors/providers to deliver the service.
Vendor list

Take a look at these 55 slides Webinar

www.dmhm.gove/dd MISSOURI DEPARTMENT OF MENTAL HEALTH 6
Key Allies/Stakeholders

- Individuals utilizing services
- Families/Guardians
- Support Coordinators
- Provider Agencies
- Other State Agencies
- Missouri Assistive Technology Council

- Coleman Institute
- NASDDDS
- HSRI – NCI Questions
- DD Council
- UMKC-IHD (UCEDD)
- Media
- Elected Officials
- Disability Cocoon
Be Prepared for the Detractors

Remember Technology First is not Technology Only

What if someone has a seizure?
What if the power goes out?
What if someone breaks in?
Technology is really expensive, who is paying for this?
Technology First Goals

Identify the baseline and stretch goals...

**Goal 1:** 1,658 people with disabilities receiving Medicaid-waiver funded supports will have supportive technology authorized in their annual plan by December 31, 2021

Baseline: As of January 1, 2019, 127 people utilized remote supports and 174 utilized assistive technology and the growth rate for remote support usage in the last three years was .27%.

**Goal 2:** All 115 counties will access Medicaid funding for at least one person for supportive technology.

Baseline: 50 counties currently bill for supportive technology
Technology First Goals

- **Elevate Expectations:** Each person will have an opportunity, during the person-centered planning process, to consider how technology may meet assessed needs.

- **Build Capacity:** Increase the number of contracted technology vendors from four to eight.

- **Measure success:** Utilize the NCI survey process and MOSCIP survey process to gather data on the utilization, satisfaction and impact of technology.
Attend a Tech Fest Near You

- **Kansas City North**
  - 9/12 3:00 – 7:00

- **Warrensburg/KC**
  - 6/13 10:00 – 2:00

- **Jefferson City**
  - 1/30 10:00 – 3:00

- **Springfield**
  - 3/19 10:00 – 3:00

- **Commission Meeting**
  - 2/14 10:00 – 12:00

- **MARF Meeting**
  - 5/21 9:00 – 11:00

- **Columbia**
  - 8/6 10:00 – 2:00

- **St. Louis**
  - 5/13 3:00 – 7:00

- **Cape Girardeau**
  - 4/29 10:00 – 2:00

- **Real Choices/Real Voices**
Messaging and Training Tools

Media Coverage – Tech Fest

Tools

- Remote Supports Video 16 minutes
- Assistive Technology Video 4 minutes

Podcast

Website

www.dmh.mo.gov/dd  MISSOURI DEPARTMENT OF MENTAL HEALTH
Missouri General Assembly Concurrent Resolution utilizing the *Declaration on the Rights of People with Cognitive Disabilities to Technology Access*

- Incorporate the use of technology first in the person-centered planning process
  - Develop a recognition process for case managers/providers
- Add questions to NCI survey
- Meet targets
- Make new targets
Why You Should Do It

Until Jeremiah was 26 years old, he was never alone...now in his words, “I am alone, by myself and I like it.”

Samuel uses an alternative augmentative communication (aac) app. In his words, “The most important thing to understand about technology is anyone can use it.”

...it may be what the people we support want.