



HEALTH CARE  
AUTHORITY



## DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD) ACTION STEPS TAKEN TOWARDS TECHNOLOGY AND WHAT'S TO COME

AARON JOPLIN NORTHWEST REGION DIRECTOR AND CO-CHAIR

KATHY JOHNSON COMMUNITY INCLUSION COORDINATOR AND CO-CHAIR

ANYSIA FERNANDEZ SUPPORTS WAIVER PROGRAM MANAGER

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# BEFORE WE START...

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



A cloudy morning looking over Santa Cruz Lake  
photo by Jessica Gomez



HEALTH CARE  
AUTHORITY

*Investing for tomorrow, delivering today.*



## MISSION

*We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.*



HEALTH CARE  
AUTHORITY

## VISION

*Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.*

## GOALS



**LEVERAGE** purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



**BUILD** the best team in state government by supporting employees' continuous growth and wellness.



**ACHIEVE** health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



**IMPLEMENT** innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

# DDSD MISSION & VISION

- To serve those with intellectual and developmental disabilities by providing a comprehensive system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered and free from abuse, neglect and exploitation.

## Guiding Principles

To Act With:

Accountability

Collaboration

Respect

Transparency

To Be:

Person-Centered

Proactive

Innovative

Inclusive



HEALTH CARE  
AUTHORITY

*Investing for tomorrow, delivering today.*



# LEARNING OBJECTIVES

- Hear about DDSD's progress towards enabling technology.
- Learn the terminology related to different technologies used in the home and community-based services (HCBS) waiver system.
- Understand the funding process between DDSD and partner agencies.
- Discover the types of technology that can be used for increased independence.
- See what types of technology people are using in New Mexico.
- Learn about the benefits of enabling technology utilization.
- Hear what's to come.



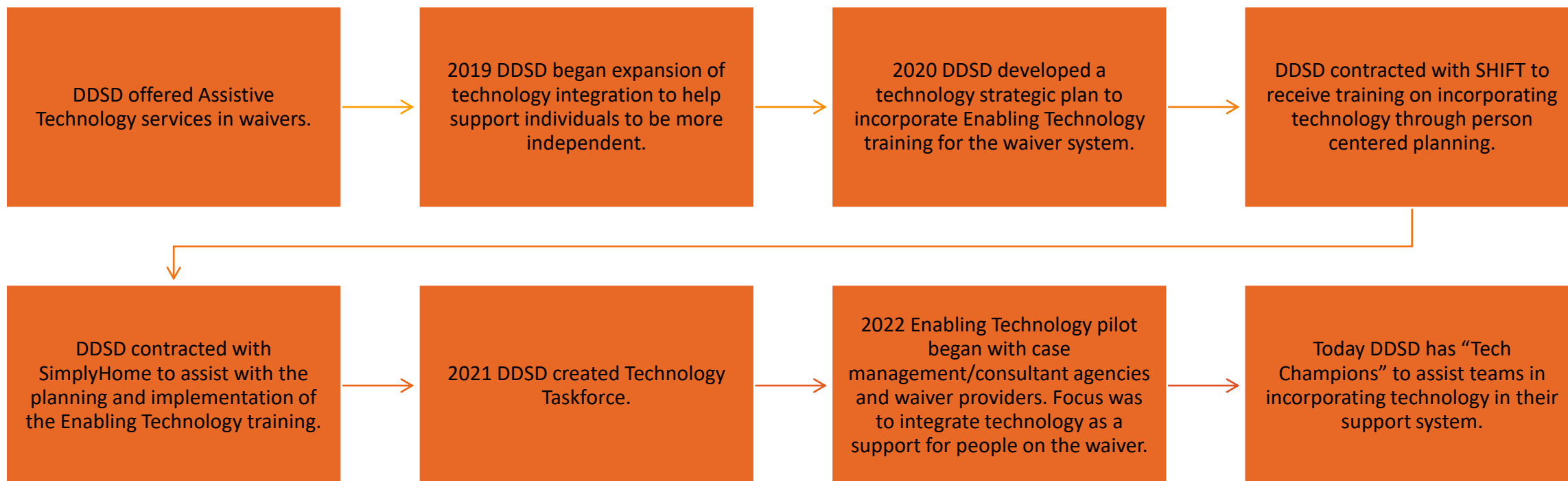


# DDSD TECHNOLOGY VISION

DDSD supports a system-wide culture across Home and Community Based Services waivers that embraces person-centered, equitable access to a full range of enabling technology that has the flexibility to promote individual choice, independence, and respect privacy for people with intellectual and developmental disabilities, regardless of level of disability.



# DDSD'S JOURNEY TO ENABLING TECHNOLOGY ADOPTION



# RIGHTS OF PEOPLE WITH IDD TO TECHNOLOGY

- People with cognitive disabilities have an equal right to technology and information access.
- Technology First Movement – Technology integration is a natural support.
- [Technology and Information Access \(colemaninstitute.org\)](http://colemaninstitute.org)





## DEFINITIONS RELATING TO TECHNOLOGY

- **Assistive Technology** - is specifically tailored to address the needs of individuals with disabilities and help them overcome barriers to participation
- **Adaptive Equipment** – Adaptations made to an existing tool or device and using it to fulfill certain requirements.
- **Enabling Technology** - The use of various forms of devices and technology to support a person with disabilities to live as independently as possible. These types of technologies include sensors, mobile applications, remote support systems, and other smart devices.
  - Enabling technology can support a person in navigating their jobs and communities, gain more control of their environment, and provide remote support and reminders to assist a person in living more independently.
  - Enabling Technologies include off-the-shelf and customized devices and services that empower independence, embody self-determination, and enhance quality of life.





To access the play button, hover over the video window.

# Why do we use enabling technology?

For people without disabilities, technology makes things easier. For people with disabilities, technology makes things possible.

Mary Pat Radabaugh,  
former Director of IBM National Support Center for  
Persons with Disabilities



# FUNDING

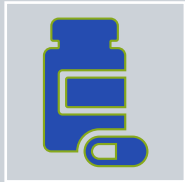


- Developmental Disabilities (DD) Waiver – Remote Personal Supports Technology or Assistive Technology, provided through purchasing agent.
- Mi Via Waiver - Related Goods. Equipment, supplies, or fees, must be documented in Service and Support Plan (SSP) and meeting one of the requirements listed in Mi Via Standards, Appendix A – Service Descriptions in Detail.
- Division of Vocational Rehabilitation (DVR)- If technology is determined to be work related, DVR and/or Office of Special Education and Rehabilitation Services (OSERS) could pay for technology needed at the job site. Examples: automatic headset lifter for phones, magnifiers for computer monitor, desk lifts, pen readers, OrCam devices, computer or iPad, etc...
- DVR provides Avail, which is a mobile program reinforcing personalized support to help individuals with cognitive disabilities archive independence across all domains of life, to interns at four of the Project Search Sites in New Mexico. The sites are: Alamogordo, Gadsden, Farmington and Shiprock.
- Once the subscription for avail paid through DVR ends, if the intern is receiving waiver services, they could still utilize their avail Technology using funding from their Waiver budget to pay for subscription costs
- Individuals and their families can also decide to pay for Enabling Technology out of pocket or cover any additional costs needed past what is covered under the waivers.

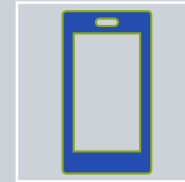




# EXAMPLES OF TECHNOLOGY USED FOR INDEPENDENCE



**Home:** remote support technology, window/door/fall sensors, medication dispenser, ring doorbell, stove sensor, Alexa/Siri, Smart Living for temp/light/music/tv control/opening doors



**Work:** transportation and/or direction apps on your smartphone, tablet or watch

Avail app, work task list, Remote job coach,



**Community:** transportation and/or direction apps on your smartphone, tablet or watch such as Wayfinder or ATLAS trip checklist



**Anywhere/everywhere:** Alexa, fall detection watch/pendant, seizure watch, Personal Emergency Response System using a watch or pendant, smart phone, communication device, OrCam devices



## HOW DOES SHIFT OCCUR?

**Professionalizing** Tech First skills through credentialing, certification, and accreditation programs.

**Standardizing** skill development of best practices in the application of enabling technologies as a natural support for home, employment, and community.

**Connecting** through an online community of learners and experts.

**Inspiring transformation** to advance the person-centered Technology First Movement within the IDD community.



# SHIFT TRAINING

SHIFT is an online education and accreditation platform that is advancing and standardizing Technology First best practices and programming.

The ***Enabling Technology Integration Specialist Certification (ETIS)*** is most appropriate for professionals who specialize in the integration of enabling technology. These professionals often work with a provider organization or state agency to complete assessments, identify & implement appropriate technology solutions, provide training, and serve as a resource & mentor to other staff.

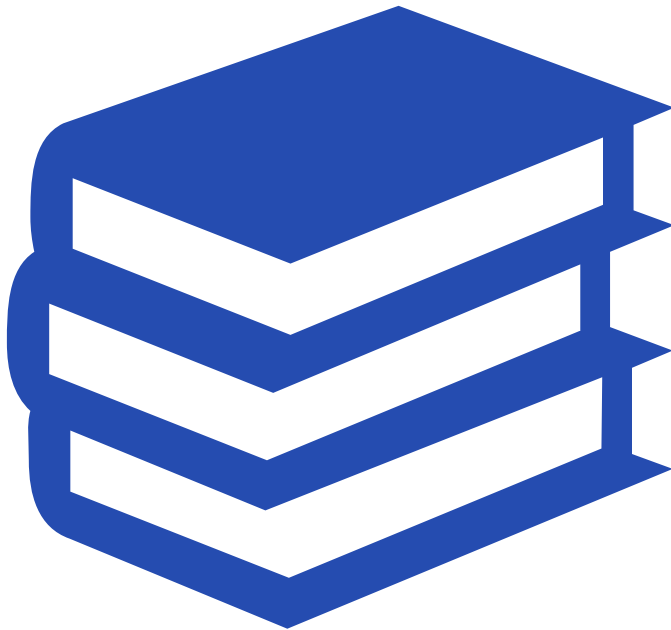
The ***Enabling Technology Navigator Certification (ETN)*** is most appropriate for people who are responsible for developing and writing person-centered plans (case managers, service coordinators, program coordinators, etc.).

The ***Enabling Technology Leadership Certification (ETL)*** is most appropriate for the person who leads an organization in the process of a Technology First culture shift. This person will be the point of contact for the accreditation process, if applicable.



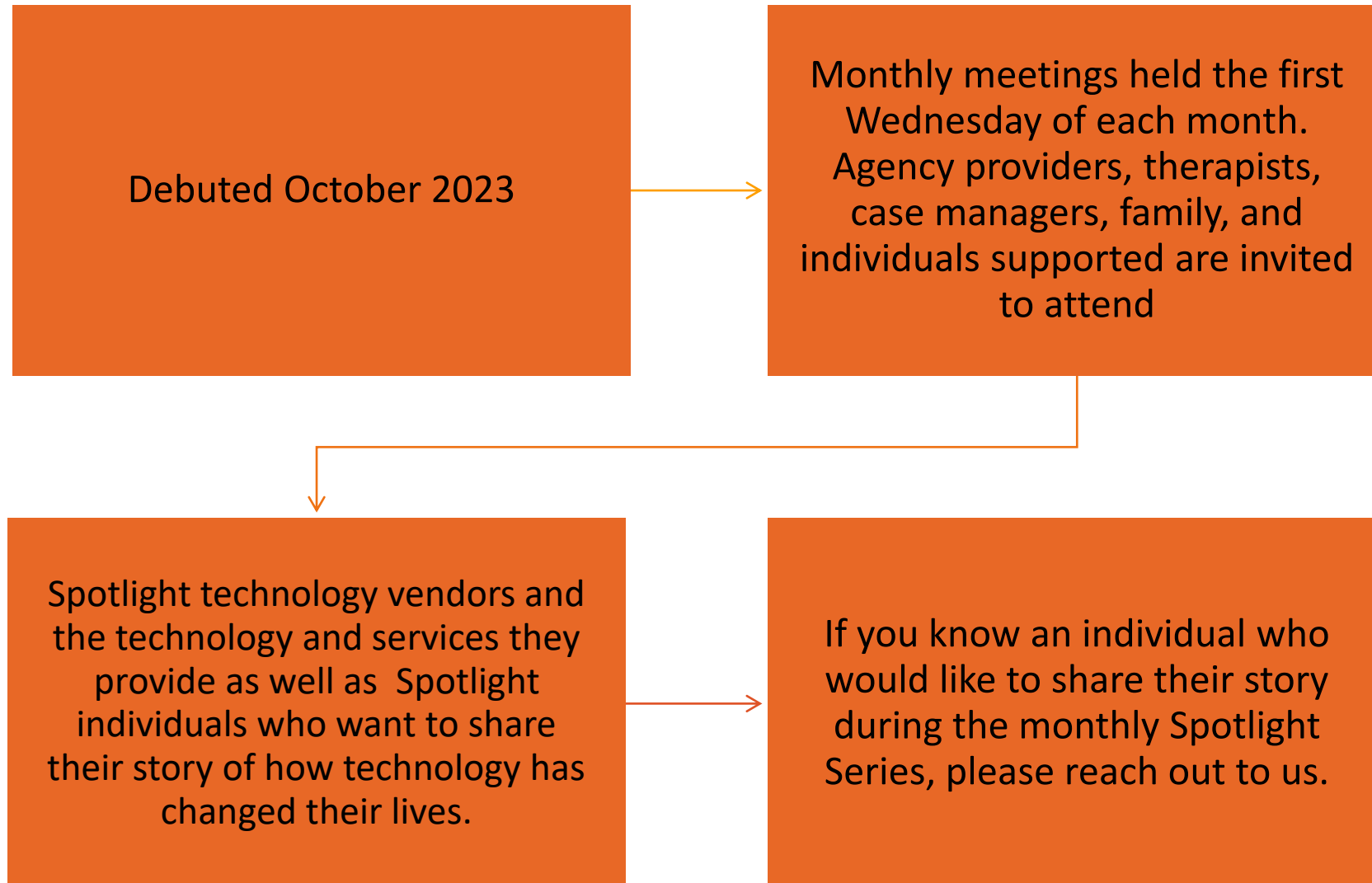


## LESSONS LEARNED



- Training was lengthy not every person participating finished the training due to staff turn over and time commitment.
- Providers slow to adopt technology due to lack of understanding of process.
- Some tech was difficult to adopt due to state regulation from other state entities in some lines of service.
- How to incorporate technology within Person-Centered Planning and Employment First systems.
- Recognizing improvement, updates, changes needed to support best practice and increase independence with in the 4 home and community based Waivers.





# ENABLING TECHNOLOGY WEBPAGE

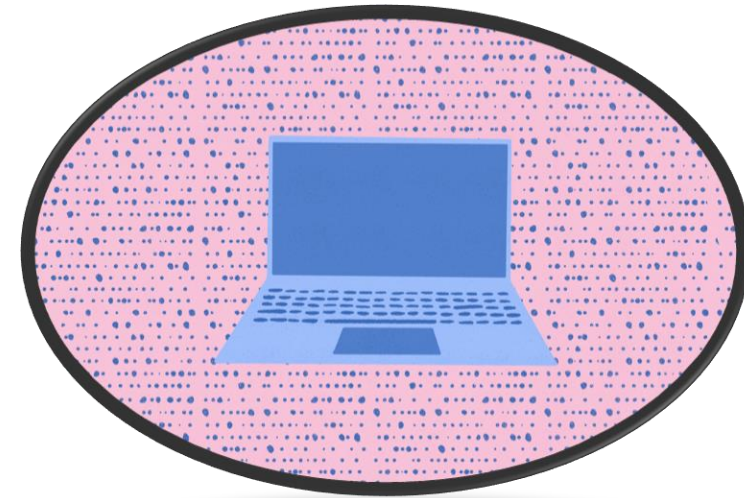
- [Enabling Technology - New Mexico Health Care Authority](#)



- The Technology Spotlight Series meets virtually on the first Wednesday of the month at this link: [Technology Spotlight Series and Community of Practice Meeting](#)



- **Contact DDSD-** When on the Enabling Tech webpage click on this header to access the link for DDSD Tech Champion contacts.
- **Toolkit to get started-** When on the Enabling Tech webpage click on this header to access the links for tools and resources to get started.
- **Find Tech Vendors-** When on the Enabling Tech webpage click on this header to access the link containing a vendor list with PowerPoint attachments and resources.





# NEW MEXICO TECHNOLOGY ASSISTANCE PROGRAM (NMTAP)

The core services at NMTAP are:

- Device Demonstration
- Short-Term Device Loans of Assistive Technology
  - Small/Large Group Training
- Information and Assistance on needs related to AT
- Device Re-Utilization Programs: DiverselT and Back in Use (contracted with Adelante Development Center)
- Financial Loan program: FundAbility (contracted with Adelante Development Center)



# HOW CAN TECHNOLOGY BE BENEFICIAL TO WAIVER RECIPIENTS?

- Live on their own or with housemates
- Have more independence and privacy in their residence
- Expand their capacity to develop their own routines
- Work at a job without a coach
- Navigate their way around the community more independently
- Learn new skills and/or increase accessibility at home, work and in the community



# HOW TECHNOLOGY CAN SUPPORT WAIVER PROVIDERS

- Innovative ways to increase independence and person-centered planning
- Opportunity to use direct support professionals (DSP) in a different way, such as re-allocate resources
- Cost efficiencies for the agency
- Opportunity to frame model for use of technology in Home and Community Based Waivers
- Linkage to IDD Technology vendors



## WHAT'S TO COME



DDSD's Training & Knowledge Management Unit is currently creating a 4 – 5 module Technology Training with a target implementation timeline during FY26



DDSD has issued a call to providers to solicit a Remote Personal Support Technology Purchasing Agent. DDSD is working with a current provider, amending their contract to provide this service.



DDSD is currently working with two providers on becoming Remote Personal Support Technology Providers in New Mexico.





# ENABLING TECHNOLOGY CHAMPION CONTACTS

Name	DDSD Bureau	Email	Phone
Aaron Joplin	Northwest Regional Office and Co-chair	<a href="mailto:Aaron.Joplin@hca.nm.gov">Aaron.Joplin@hca.nm.gov</a>	505-478-3035
Kathy Johnson	Northwest Regional Office and Co-chair	<a href="mailto:Katherine.Herrera@hca.nm.gov">Katherine.Herrera@hca.nm.gov</a>	505-592-2672
Adam Shand	Training and Knowledge Management	<a href="mailto:Adam.Shand@hca.nm.gov">Adam.Shand@hca.nm.gov</a>	505-469-9398
Angie Brooks	Regional Office Bureau	<a href="mailto:Angie.Brooks@hca.nm.gov">Angie.Brooks@hca.nm.gov</a>	575-915-8345
Anysia Fernandez	Supports Waiver Manager	<a href="mailto:Anysia.Fernandez@hca.nm.gov">Anysia.Fernandez@hca.nm.gov</a>	505-629-7476
Christina Hill	Community Programs	<a href="mailto:Christina.Hill@hca.nm.gov">Christina.Hill@hca.nm.gov</a>	505-690-4094
Dan Cordova	Training and Knowledge Management	<a href="mailto:Dan.Cordova@hca.nm.gov">Dan.Cordova@hca.nm.gov</a>	505-526-7964
Elaine Hill	Mi Via Waiver	<a href="mailto:Elaine.Hill@hca.nm.gov">Elaine.Hill@hca.nm.gov</a>	505-506-6103
Jacob Archuleta	Training and Knowledge Management	<a href="mailto:Jacob.Archuleta@hca.nm.gov">Jacob.Archuleta@hca.nm.gov</a>	505-452-6883
Krystal Barela	Northeast Regional Office	<a href="mailto:Krystal.Barela@hca.nm.gov">Krystal.Barela@hca.nm.gov</a>	575-779-7611
Robin Leinwand	Occupational Therapy	<a href="mailto:Robin.Leinwand@hca.nm.gov">Robin.Leinwand@hca.nm.gov</a>	505-239-1768





HEALTH CARE  
AUTHORITY



WHAT QUESTIONS DO YOU HAVE?

THANK YOU!

*INVESTING FOR TOMORROW, DELIVERING TODAY.*