CareForum 2022
The WellSky® Conference

Impacting Community Health through Literacy and Assistive Technology

Abby Cox, Merrill Friedman, Janet LaBreck, Carolyn Phillips

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Introductions

- **Abby Cox**, WellSky
  - Vice President Business Development
- **Merrill Friedman**, Elevance Health
  - RVP, Inclusive Policy & Advocacy
- **Janet LaBreck**, Synergy Consulting Partners
  - Co-Founder & Principal Partner
- **Carolyn Phillips**, Georgia Tech
  - Center for Inclusive Design & Innovation (CIDI), Director of Education and Services. Director and PI of Tools for Life

Agenda

- Overview of Health Literacy
- Overview of Assistive Technology
- How Data Systems Can Help
- Use Cases
- Demonstration

Overview of health literacy

Overview of assistive technology

How data systems can help

Use cases

Demonstration

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Thank you.

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WellSky Professional Services

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Resources

Overview of e-Health Literacy Among Older Adults and People with Disabilitites

- Jung, S.O., Son, Y.H. & Choi, E. E-health literacy in older adults: an evolutionary concept analysis. BMC Med Inform Decis Mak 22, 28 (2022). https://doi.org/10.1186/s12911-022-01761-5

- Jenn Ngyyen, PhD, PPH & Lauren Gilbert, PhD, MPH, MA. Health Literacy among Individuals with Disabilities: A Health Information National Trends Survey Analysis. https://www.mcbi.nlm.nih.gov/pmc/artilces/PMC6836561/

Resources

Importance of Web Accessibility for AT Users

- W3C-Web Accessibility Initiative, Perspective Videos

AT, Literacy and Health Communications

- Plain Writing Act – requires federal agencies to train staff and use plain language when they communicate with the public
- CDC Clear Communication Index – develop and assess communication materials

Resources

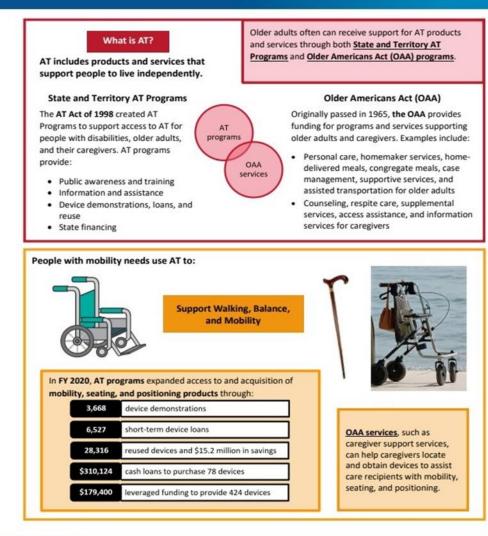**Guidelines for Minimizing the Complexity of Text**

- The _Guidelines for Minimizing the Complexity of Text_ are available on the microsite hosted by Georgia Tech

Connecting with your AT Program

- https://at3center.net

Resources

How Assistive Technology (AT) and the Older Americans Act work together (ACL - Administration for Community Living)

What is AT?

AT includes products and services that support people to live independently.

Older adults often can receive support for AT products and services through both **State and Territory AT Programs** and **Older Americans Act (OAA) programs**.

State and Territory AT Programs

The **AT Act of 1998** created AT Programs to support access to AT for people with disabilities, older adults, and their caregivers. AT programs provide:

- Public awareness and training
- Information and assistance
- Device demonstrations, loans, and reuse
- State financing

Older Americans Act (OAA)

Originally passed in 1965, **the OAA** provides funding for programs and services supporting older adults and caregivers. Examples include:

- Personal care, homemaker services, home-delivered meals, congregate meals, case management, supportive services, and assisted transportation for older adults
- Counseling, respite care, supplemental services, access assistance, and information services for caregivers

People with mobility needs use AT to:

Support Walking, Balance, and Mobility

In **FY 2020, AT programs** expanded access to and acquisition of mobility, seating, and positioning products through:

3,668	device demonstrations
6,527	short-term device loans
28,316	reused devices and $15.2 million in savings
$310,124	cash loans to purchase 78 devices
$179,400	leveraged funding to provide 424 devices

OAA services, such as caregiver support services, can help caregivers locate and obtain devices to assist care recipients with mobility, seating, and positioning.

Last Updated: 6/2021
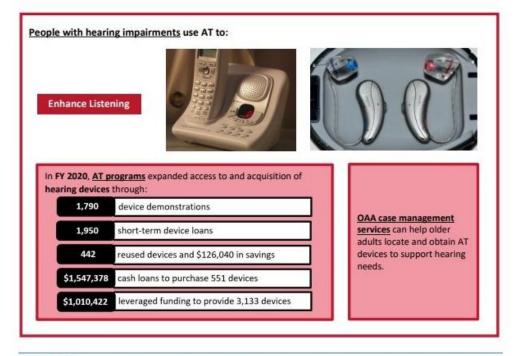
The Administration for Community Living is an operating division of the U.S. Department of Health and Human Services. Visit ACL.gov.

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Resources

People with transportation needs use AT to:

Access Transportation

In FY 2020, AT programs expanded access to and acquisition of vehicle modification and transportation devices through:

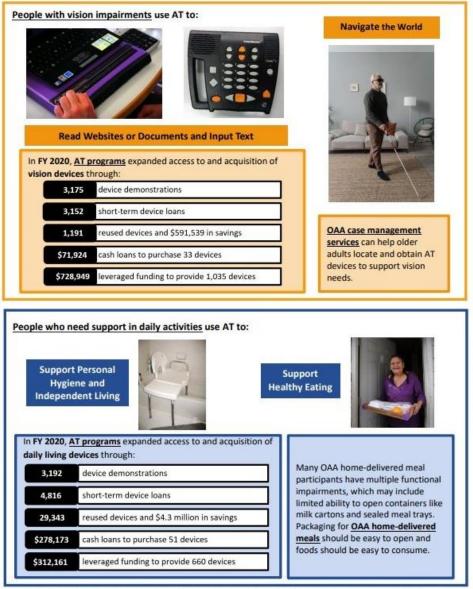|	
802	device demonstrations
71	short-term device loans
57	reused devices and $243,255 in savings
$3,710,736	cash loans to purchase 186 devices
$279,746	leveraged funding to provide 63 devices

OAA assisted transportation services can include wheelchair lifts to ensure access for people with transportation needs. Some Area Agencies on Aging may use OAA funds to offer small grants that can be used to install ramps or grab bars in the homes of eligible older adults.

People with hearing impairments use AT to:

Enhance Listening

In FY 2020, AT programs expanded access to and acquisition of hearing devices through:

1,790	device demonstrations
1,950	short-term device loans
442	reused devices and $126,040 in savings
$1,547,378	cash loans to purchase 551 devices
$1,010,422	leveraged funding to provide 3,133 devices

OAA case management services can help older adults locate and obtain AT devices to support hearing needs.

ACL
Administration for Community Living

How Assistive Technology (AT) Supports Older Adults and People with Disabilities

ACL.gov

Resources

People with vision impairments use AT to:

Navigate the World

Read Websites or Documents and Input Text

In FY 2020, AT programs expanded access to and acquisition of vision devices through:

3,175	device demonstrations
3,152	short-term device loans
1,191	reused devices and $591,539 in savings
$71,924	cash loans to purchase 33 devices
$728,949	leveraged funding to provide 1,035 devices

OAA case management services can help older adults locate and obtain AT devices to support vision needs.

People who need support in daily activities use AT to:

Support Personal Hygiene and Independent Living

Support Healthy Eating

In FY 2020, AT programs expanded access to and acquisition of daily living devices through:

3,192	device demonstrations
4,816	short-term device loans
29,343	reused devices and $4.3 million in savings
$278,173	cash loans to purchase 51 devices
$312,161	leveraged funding to provide 660 devices

Many OAA home-delivered meal participants have multiple functional impairments, which may include limited ability to open containers like milk cartons and sealed meal trays. Packaging for OAA home-delivered meals should be easy to open and foods should be easy to consume.

Source: Center for Assistive Technology Act Data Assistance FY 2020 National Data Summary of State Assistive Technology Programs

ACL

How Assistive Technology (AT) Supports Older Adults and People with Disabilities   ACL.gov

Resources for Accommodations

The Viscardi Center

Our Mission

• The Viscardi Center educates, employs, and empowers youth, adults, and veterans with disabilities or similar needs, so we can all discover the love of learning, the power of work, the freedom of independent living, and the self-confidence to fulfill our dreams.

Our Vision

• Accelerate a more accessible, inclusive world for all people.

Maxi-Aids

For more than 35 years, we have been your source for thousands of innovative products designed to assist blind, low vision or visually impaired, deaf, hard-of-hearing, seniors, children with special needs, veterans, and those with mobility issues live their healthiest, most active and independent lives!

Our Goal Bringing you the best products for independent living!
Our Promise Pocket-pleasing prices, expert customer service, and fast delivery!

Independent Living Aids

• Independent Living Aids, LLC is the oldest privately-held, mail-order company in the United States of products for individuals who are visually impaired, hard of hearing, or generally seeking for physical independence in their life. For over forty years, we have been providing essential aids with our superb service, and we are proud to be a trusted source of products for the blind, visually impaired, arthritic, hard of hearing, or senior population. We offer carefully selected, quality products at reasonable prices.

JAN (Job Accommodations Network)

• The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on job accommodations and disability employment issues. Serving customers across the United States and around the world for more than 35 years, JAN provides free one-on-one practical guidance and technical assistance on job accommodation solutions, Title I of the Americans with Disabilities Act (ADA) and related legislation, and self-employment and entrepreneurship options for people with disabilities.

Apple (Smart Phone Technology for those with disabilities)

• Apple previews innovative accessibility features combining the power of hardware, software, and machine learning. Software features coming later this year offer users with disabilities new tools for navigation, health, communication, and more.

The resources listed on this page have been designed to help medical educators incorporate *disability* education into their curriculum.

This **Toolkit** is filled with strategic tips, checklists, and a 10-step Playbook that guides organizations through the process of implementing ...

- https://www.peatworks.org/ai-disability-inclusion-toolkit/

- Disability Inclusion Toolkit - Presbyterian Mission Agency

- Disability inclusion toolkit and resource manual - Labordoc - ILO
- https://labordoc.ilo.org/discovery/fulldisplay/alma994671903402676/41ILO_INST:41ILO_V1

- Disability Inclusion Toolkit - HERC
- Disability Inclusive Development Toolkit - CBM International

- Local disability organizations or service providers, including Centers for Independent Living, are also often available to provide in-person training.

Learn More

- https://www.youtube.com/watch?v=Gv1aDEFlXq8

- https://www.youtube.com/watch?v=2pAOuRW6PVA

- https://www.unitedspinal.org/pdf/DisabilityEtiquette.pdf

Phases of Employment
RECRUIT HIRE RETAIN ADVANCE

Related Resources

- https://askjan.org/topics/disetiq.cfm

- https://disabilityin.org/resource/disability-etiquette/

- https://www.accessliving.org/newsroom/blog/ableism-101/