

Assistive Technology and Social Isolation

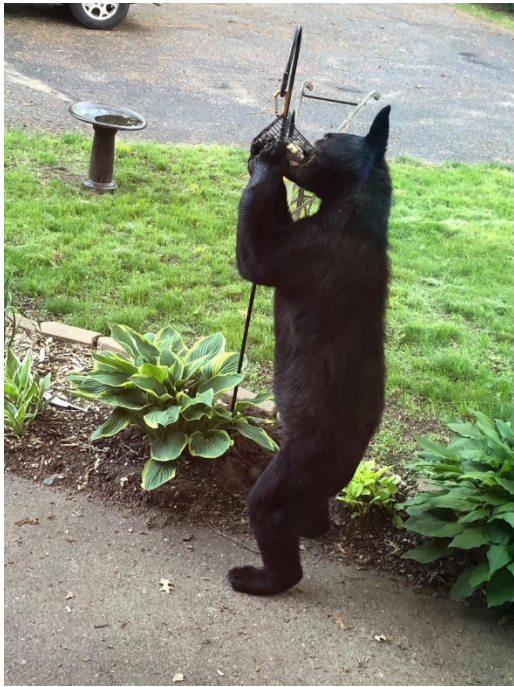
Laura E. Plummer, MA, CRC, ATP
Assistive Technology Program
Coordinator



No Simple Answers

- Is wireless internet available and affordable or will a mobile hotspot be needed? If a mobile hotspot is used, what is the cell coverage? What are the costs involved?
- Is the device or devices being considered one-time costs or are there ongoing? Grand Pad and some of the remote digital picture frame services have monthly fees. Echo. Portals, iPads, etc. all are one-time fixed costs. (ViewClix digital frame with video calling features for example)
- Does the senior using the device have to do anything to initiate or activate the device or can it be set up in passive mode.
- Is the senior going to be comfortable having this in their home? Will they keep it plugged in? Will it cause more confusion or stress?
- Is the family tech savvy enough to set it up? Are remote options available to change and update settings as needed? We all know technology crashes or fails so consider the support needed for use.
- What other things would be helpful that are not tech related? (snail mail, cards, puzzles, food delivery, etc.)
- What other functions / features would be helpful? Thermostat control if the senior no longer can make adjustments or gets confused or forgetful? Activity tracker (Apple Watch where you can see how many steps, etc.) Nest or Ring doorbell? Smartlock to allow access for caregivers?

Problem Solving



Boots on the Ground

- What are you hearing and seeing?
- What is your biggest worry?
- What have you tried?
- What has worked?
- What has not worked?
- Top barrier?

Barriers

- Access to devices themselves
- Access to broadband/connectivity – service availability/geographic
- Financial means to establish and maintain devices and services
- Willingness to utilize devices and services
- Digital literacy to operate the devices and services (access to training, devices/services in a format that is understandable/operable by the person)

Additional Barriers

- Cultural, gender, and racial considerations
- Generational
- Judicial
- Language
- Homelessness
- Undocumented individuals
- Disabilities
- Employment status

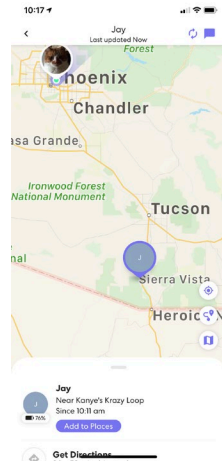
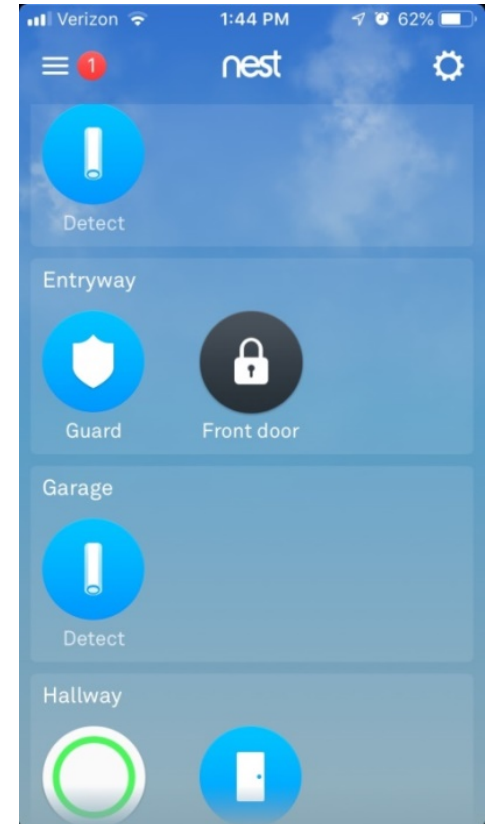
High Tech Options: Communication



Middle Tech Options

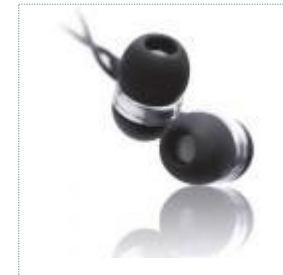


Smart Technology



ifthis**th**en**th**at

Sound Input: Earpiece Options



Platforms to Communicate

- Face to face
- Snail mail
- Telephone
- Email
- Video (Zoom, Skype, Facetime)

Lite Tech Options



Connectivity Considerations

- What is available? Geographically?
- What is the cost? Affordability?
- What bandwidth does the service support?
- Facility or building restrictions?
- Electrical or telcom limitations?

Access Considerations

- Disability related impacts (hearing, vision, physical, cognitive)
- Digital enthusiasm (desire or interest)
- Acquisition (knowledge and ability to obtain)
- Digital literacy (skills, ability to learn)
- Support network
- Financial

Device Considerations

- Purchasing decisions – where and what to buy?
- Setup decisions - who, how, when?
- One way (passive) or two way (active)
- Account management – who how?
- Teaching
- Troubleshooting
- Updating

Question Summary

- Will you set up a connected device or non-connected?
- What internet options are available?
- What internet options are affordable?
- What is the consumer willing to use?
- Privacy concerns?
- What upkeep is needed? Plugged in?
- Who will do the training?
- Will it cause more confusion or frustration?

Big Picture Questions

- Who is taking the lead specifically? Committee? Individual? One Department or Multiple?
- What are the top three barriers that can be eliminated within existing programs, structures, and services?
- What are the top three barriers that will require systematic change?
- How can barriers be categorized and combined to streamline effective change efforts?
- Guidelines? Tool Kit? Legislative changes? Funding streams?

Resources

- [Guidance for Engagement](#) (WI DHS)
- [Administration for Community Living COVID](#)
- [AT3 Center YouTube Channel](#)
- [Wisconsin Independent Living Centers](#)
- [Wisconsin AT4ALL – Device Loan and Demo](#)

Questions?

Laura E. Plummer, MA, CRC, ATP
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Laura.plummer1@dhs.Wisconsin.gov

608-514-2513