



# ***Assistive Technology (AT) Guide for Teams***

***Who is this guide for? Supported individuals, direct support staff, family, case managers, Coordinators of Community Services - anyone and everyone!***

The purpose of this packet is to guide teams through the Assistive Technology process. The Arc Baltimore's Assistive Technology (AT) Department is here to support individuals and their teams in making AT decisions and acquiring needed services and devices to help people achieve their goals. Please consult with the AT Department for support as you work through this process. Please note that all underlined words in this document link to the website with more info or to an actual application. The full links and all paper forms are in the appendix.



***“Without this AT I would not be able to be as independent as I am today.” - Seth, AT User***

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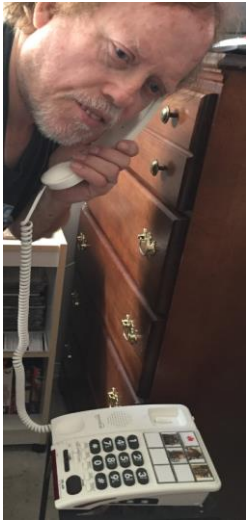
**FIRST, pick a number/color for the MAIN REASON you are interested in AT, # 1-7.**

#	What do you want AT to help with?	Description/examples...
1	Phone	An adapted telephone is needed because I cannot use a standard phone (ex. need someone to dial for me, cannot hear the person on the other end)
2	Work	AT is needed to achieve an employment-related goal (ex. remembering steps in a job, staying on schedule, using the computer for work)
3	Communication	AT is needed for communication (ex. I use only nonverbal communication or I am difficult to understand if you don't know me very well)
4	Medication Independence	AT is needed for medication independence (ex. staff reminders to take meds, difficulty opening a pill strip)
5	Activities of Daily Living, Environmental Control, Computer Access, Memory/Cognition, or Home Safety	AT is needed for tasks of daily living (ex. eating), computer access, memory/cognition (ex. need reminders, visual/audio schedules, task cueing apps), hearing (assistive listening devices), vision (talking watches), home safety (bed shaking smoke detectors, stove shut-offs)
6	Reading	Difficulty reading due to disability (ex. could benefit from large print, books on tape, braille)
7	Not sure	General AT exploration, not sure if AT is needed

**NEXT, Jump to that number/color in this packet for guidance.**

**Start with #2 WORK if the AT would help you with work (even if it's for one of the other areas ex. communication)**

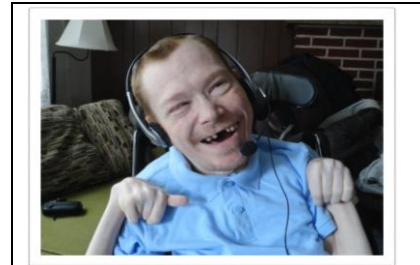
## #1. Phone



*“Richard could no longer dial 911 or any other number correctly. Pictures of fire and faces of important people in his life are pasted for him to just press the button. He says this is very helpful.”*

*-Oluchi, Direct Support Professional*

Check out [Maryland Relay](#)'s Maryland Accessible Telecommunications (MAT) program which provides assistive equipment to qualified applicants. Must have landline service already



*Keith loves talking to his girlfriend with his hands-free phone!*

in home or must have applied for landline service.

Things to include when sending your MDRELAY application:

- ✓ Maryland Relay application and Authorization for Medical Release Information Form (Appendix 1)
- ✓ **SSI letter;**
- ✓ **Copy of Photo ID;** and
- ✓ **Phone/utility bill.** If the phone/utility bill is not in individual's name because the agency pays through Contribution to Care, contact The Arc Baltimore's benefits specialist Ben Swartz (410-296-2272 x5236) for

a letter to include in your MDRELAY app.

## #2. Work

- Do you feel like you might be eligible for [DORS services](#)?
  - ✓ If YES, find your [local DORS office](#) and call them to begin the referral process.
    - Complete the [DORS application](#).

- Complete the [Release of Information Form](#) to designate anyone who should receive copies of service reports and status updates from DORS. Ex. CCS, Provider agency.
  - Once you are assigned a DORS Counselor, tell your DORS Counselor you need an AT assessment. Consult with The AT Department to determine whether you should ask for DORS authorization to provide the assessment. See document [DORS AT Provider - The Arc Baltimore](#) and in appendix.
- ✓ If **NO**, pick out the second best area that describes your AT need (1, 3-7).

### #3. Communication

In order to determine what type of communication device is most appropriate, you will need an assessment with a speech and language pathologist who specializes in AT. The Arc works closely with Unified Community Connections (UC2) for this service. UC2 will travel to the individual's environment and meet with staff to provide input. It is a good practice to coordinate so that all the key people in a person's life (including direct support staff, family, and other advocates) are involved in the entire process and UC2 works well on that with us. UC2 does not accept medical insurance for services.



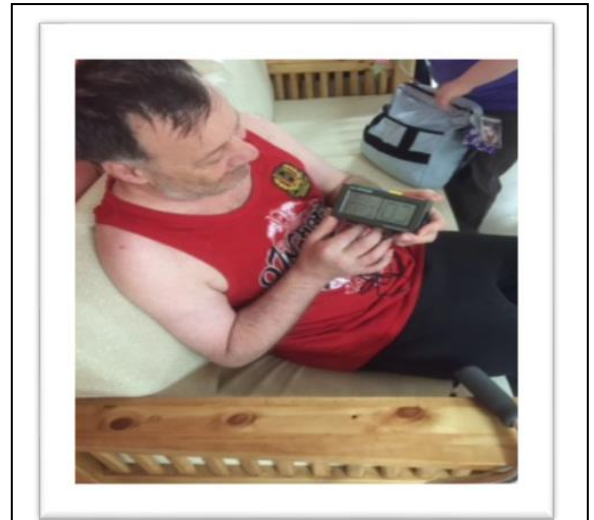
*Mary Ruth is very difficult to understand - but she sure has A LOT to say. Now she has a small wearable NOVA Chat 5 communication device, and she is so happy that she can make people understand her with the push of a button. Here she is announcing herself before going into the men's room to clean it - one of her job duties.*

- **Can you afford a \$300 AAC assessment with Unified Community Connections (UC2)?**
  - ✓ If **NO**, you **CANNOT** afford the assessment fee, consult with the AT Department for options.
  - ✓ If **YES**, complete [UC2 Referral Form](#) and send with a copy of medical insurance cards front and back. \*CCS Please see private pay documentation guidelines on PAGE 9 for required Individual Plan (IP) documentation.
  - ✓ You will receive an assessment report detailing what AT device(s) and service(s) you need. **If the device will be funded through Medical Insurance, the clinician will assist you with applying for funding.**
- **Do you need a device that will NOT be funded through medical insurance?**
  - ✓ Apply to [The IMAGE Center](#) for funding of needed AT and training. IMAGE will require contribution toward AT based on income and eligibility.
  - ✓ Consult with AT Department on training vendor and costs prior to submitting IMAGE application.
  - ✓ See document [IMAGE Application](#) on Arc Public. Make sure you request funding for required training and setup - # of hours should be outlined in the assessment report. The Arc Baltimore provides this at \$75/hour.
  - ✓ Make sure the individual signs the form and send it to the AT Department for processing.

- ✓ If IMAGE denies request, consult with AT Department for support with DDA One Time Only request using ISS cost detail sheet.

## #4. Medication Independence

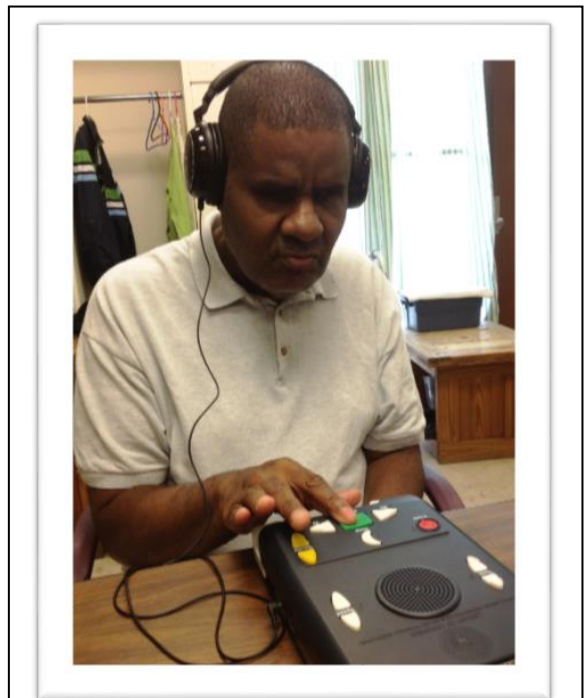
- Do you have an Arc Nurse Case Manager?
  - ✓ If NO, you DO NOT have an Arc Nurse Case Manager, **JUMP TO #5.**
  - ✓ If YES, talk to your Arc Nurse Case Manager about AT for medication independence.  
The Arc Baltimore nursing team has a library of devices for trial to help people with medicating more independently.



*Don is not always motivated to wake up and shower for the day. With the talking alarm clock, he hears his girlfriend's voice waking him up every morning, reminding him to wake up and shower so he looks his best for his love! The clock also reminds him to take his medications, and complete household chores.*

**#5. Activities of Daily Living  
(ex. eating),  
Environmental Control,  
Computer Access,  
Reminders/Staying on  
Schedule, Home Safety**

- **Can you afford a \$250 AT assessment to determine what you need?**
  - ✓ If **NO**, consult with AT Department for options.
  - ✓ If **YES**, complete [The Arc Baltimore AT Referral Form](#). Provide AT Department a copy of Individual Plan (IP) stating need for AT and that the team is in agreement with private payment for AT services and/or devices. \*CCS Please see private pay documentation guidelines on PAGE 9 for required IP documentation. The Arc AT staff will meet with you and your team to help you make decisions about what AT is most appropriate for you. An assessment report will be shared with you which will detail what you need and how much it will cost.
- **Have you already had an assessment/know what you need?**
  - ✓ Apply to [The IMAGE Center](#) for funding of needed AT and training. IMAGE will require contribution toward AT based on income and eligibility.
  - ✓ Consult with AT Department on training vendor and costs prior to submitting IMAGE application.
  - ✓ See document [IMAGE Application](#) on Arc Public. Make sure you request funding for required training and setup - # of



*Larry listens to a book on tape with his free book player from MD Library for Blind and Physically Handicapped.*



hours should be outlined in the assessment report. The Arc Baltimore provides this at \$75/hour.

- ✓ Make sure the individual signs the form and send it to the AT Department for processing.
- ✓ If **IMAGE** denies request, consult with AT Department for support with DDA One Time Only request using ISS cost detail sheet.

## #6. Reading (large print, books on tape, braille)

- ✓ Check out the [Maryland Library for Blind and Physically Handicapped](#) and complete the [application](#).

## #7. I don't know, I would like to learn more about AT.

- ✓ Contact [Maryland Technology Assistance Program](#) to tour their AT Library. They can schedule individual or group tours for anyone - supported individuals, staff, and families! Contact Denise Shuler or Erin Swann at 410-554-9230.

2301 Argonne Drive, Rm T-17 Baltimore, Maryland 21218

Toll Free Voice: 1-800-832-4827

Voice: 410-554-9230

TTY: 1-866-881-7488

- ✓ Come to [The Arc Baltimore's Annual AT Fair](#) in May! Sign up for our [Reaching Families e-newsletter](#) to receive event info.

- ✓ Consult with The Arc Baltimore's AT Department

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## Individual Plan (IP) Documentation

### 1. GOALS

- ✓ First, state the goal and then describe what AT devices and/or services are needed to achieve the outcome.
  - Ex. Joe will complete his daily job tasks more independently.
    - Joe will have an AT assessment to determine what kind of AT device would be beneficial for him.
    - Joe will use his assistive technology daily in order to complete tasks 100% of the time.
- ✓ Define who on the team will do what and by when
  - Ex. will CCS/service coordinator complete application/referral, Arc staff, or family
- ✓ Define whether the person can afford and that the team agrees, or state that funding assistance is needed.

### 2. PRIVATE PAY GUIDELINES

If an individual can afford to pay for an AT service (such as assessment or training) or an AT device (such as iPad or communication device), it must be documented in the IP that the individual and their team are in agreement with their choice to private pay for AT. **DDA requires this be documented in the IP because AT is a DDA waived service.**

At the time of the IP, the cost of the device and additional services needed (such as training) may not be known if the person has not had an assessment yet. It can be noted as: **“the individual and their team are in agreement with the choice to private pay for needed AT services and/or devices.”** If the person cannot afford a device or services recommended as a result of assessment, consult with the AT department.

### 3. DDA FUNDING REQUESTS

If it is determined that an individual cannot afford a needed AT assessment and they are not eligible for services through other entities, the team should start the Modified Request For Service Change process to request one time only funding for an assessment. The AT Department can provide some supporting documentation and guidance on the request and can even draft the Modified Request For Service Change form and cost detail for people in services with The Arc Baltimore.

General Description of AT Assessment for DDA Funding Requests: *The individual is in need of an Assistive Technology (AT) assessment to identify equipment that can be used to increase, maintain, or improve functional capabilities which may also support increased community inclusion. Through the AT assessment, the individual’s functional skills and needs related to desired outcomes will be evaluated. The individual will have the opportunity to trial devices with features that best fit the needs of the person. The assessment report will provide recommendations on device(s) and relevant services such as configuration and training.*

# APPENDIX: FORMS AND ADDITIONAL INFO

1. Maryland Relay Application and Authorization for Medical Release Information Form
2. DORS Eligibility Criteria & Locations
3. DORS Application and Release of Information Form
4. DORS Vendor of AT Services Info Sheet
5. Unified Community Connections (UC2) Referral Form
6. IMAGE Center Application
7. The Arc Baltimore AT Referral Form
8. Maryland Library for the Blind and Physically Handicapped Application
9. AT Purchasing Resources & Links
10. Discontinuation/Refusal of Assistive Technology Form