DBMD Quarterly Webinar

September 26, 2018
DBMD Webinar Agenda

- Introductions/Welcome
- DBMD Program Updates
- iCanConnect National DeafBlind Equipment Distribution Program
- Helen Keller National Center Registry
- Questions/Closing comments
Helen Keller National Center & iCanConnect

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Helen Keller National Center
Background

**iCanConnect** is the **National Deaf-Blind Equipment Distribution Program**

- Part of the 21st Century Communications and Video Accessibility Act
- Signed into Federal law in 2010.
- iCanConnect is administered by the Federal Communications Commission (FCC).
- The 5-year pilot iCanConnect program became permanent on July 1, 2017.
Overview

• iCanConnect provides free equipment and training to income-eligible people with significant combined hearing and vision loss.

• The goal of the program is to help people who are deaf-blind connect with others to:
  • Enhance social interaction
  • Reduce isolation
  • Promote increased independence
Who is eligible?

• Any resident of the U.S., including Puerto Rico and the U.S. Virgin Islands

• Who meets federal income and disability guidelines

• Has significant combined hearing and vision loss is eligible for iCanConnect
Who is eligible?

To qualify, individuals must have:

• Significant combined vision and hearing loss that causes difficulty in attaining independence in daily life activities.

• Household/family incomes less than 400% of the federal poverty rate, or qualify for a low-income assistance program.

• The ability to use or learn to use equipment to engage in 2-way distance communication.
Income Eligibility

To be eligible, your total family/household income must be below 400% of the Federal Poverty Guidelines, as shown in the following table:

<table>
<thead>
<tr>
<th>Number of persons in family/household</th>
<th>400% for everywhere, except Alaska and Hawaii</th>
<th>400% for Alaska</th>
<th>400% for Hawaii</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$48,560</td>
<td>$60,720</td>
<td>$55,840</td>
</tr>
<tr>
<td>2</td>
<td>$65,840</td>
<td>$82,320</td>
<td>$75,720</td>
</tr>
<tr>
<td>3</td>
<td>$83,120</td>
<td>$103,920</td>
<td>$95,600</td>
</tr>
<tr>
<td>4</td>
<td>$100,400</td>
<td>$125,520</td>
<td>$115,480</td>
</tr>
<tr>
<td>5</td>
<td>$117,680</td>
<td>$147,120</td>
<td>$135,360</td>
</tr>
<tr>
<td>6</td>
<td>$134,960</td>
<td>$168,720</td>
<td>$155,240</td>
</tr>
<tr>
<td>7</td>
<td>$152,240</td>
<td>$190,320</td>
<td>$175,120</td>
</tr>
<tr>
<td>8</td>
<td>$169,520</td>
<td>$211,920</td>
<td>$195,000</td>
</tr>
<tr>
<td>For each additional person, add</td>
<td>$17,280</td>
<td>$21,600</td>
<td>$19,880</td>
</tr>
</tbody>
</table>

Source: U.S. Department of Health and Human Services

“Income” is all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like.
Are young children eligible?

Important discussions for state programs and parents/guardians to have:

• What types of 2-way distance communication happen now, and would be desired from equipment the program provides? (e.g. video chat)

• Input from parents as well as other teachers and caregivers is welcome

• The program does not provide equipment/apps to help with language development

• Each state program can check with the FCC, especially for children younger than 3 years old
How does iCanConnect work?

- Outreach
- Intake
- Eligibility determination
- Assessment
- Equipment procurement
- Installation
- Training
- Technical support
Who can benefit?

Many people can benefit from iCanConnect, including:

• A college student who needs to communicate remotely with professors, students and family back home.

• A grandparent who wants to stay in touch with out-of-state grandchildren.

• A person with Usher syndrome who wants to remain independent, engaged in the world and connected with others.
Nolan Beavers connects to friends

Nolan Beavers loves to stay in touch with the friends he made at the CHARGE Syndrome Conference through Facebook, which he uses to share videos, pictures and messages.

The equipment Nolan received through iCanConnect has been a “game changer” for him.

“We are grateful for iCanConnect,” said Nolan’s mom. “It has opened up a whole new world for him.”
What equipment is available?

Equipment that enables 2-way distance communication, such as:

- **Computers** (Windows and Apple)
  - Desktops and laptops
  - Large monitors if needed
- **Mobile devices** (with accessories such as keyboards and protective cases)
  - Cell phones
  - Smart phones
  - Tablets
What additional equipment is available?

- **Landline phones**
  - Amplified speaker
  - Cordless
  - Related devices

- **Signalers**
  - To alert user of a phone call or incoming email
  - Audible, visual and vibrating

- **Software**
  - Screen readers and screen magnifier programs
Even more equipment is available

- **Braille devices**
  - Braille displays
  - Multipurpose stand-alone braille devices - connected via Wi-Fi or paired with a mobile device for tactile access to email, text messages, etc.
  - Consumers must have, for devices that require them:
    - Braille and/or American Sign Language (ASL) skills
    - Internet service or access to Wi-Fi
    - Landline phone or mobile service
  - Check out www.icanconnect.org/equipment for examples of equipment iCanConnect provides.
Common questions re: Eligible Equipment

AAC (Augmentative & Alternative Communication)

• iCanConnect does not cover symbol-supported communication apps to promote language development and grow communication skills

• On a case-by-case, communication apps that give voice to literate people who cannot speak can be considered
Eligible Equipment (cont.)

CCTVs and hand-held magnifiers

• Primary purpose must be for distance communication, not reading print materials
• Every state program must justify and obtain the FCC’s pre-approval for each consumer
To learn more about iCanConnect and to find your state’s iCanConnect contact, visit:

www.iCanConnect.org

or call:
800-825-4595
TTY: 888-320-2656
National Registry

• The Helen Keller National Center is a national rehabilitation program authorized by the federal government to provide services for youths and adults who are deaf-blind.

• Our mandate includes maintaining a national registry of persons who are deaf-blind.

• This registry is separate and distinct from the census information that the state education deaf-blind projects collect on children 0-21 years of age.
How Will HKNC’s Registry Information Be Used?

Although all personal information about individuals will be kept confidential, statistical information will be used in several ways:

• It will be shared with adult service programs so they will be better prepared for serving these youths/adults.
• It will be shared with teacher, personnel and interpreter preparation programs to better prepare professionals to work with this population.
• It will be used for program planning for transition age youth (14-21 years of age) as they age out of the educational system.
• It will be shared with the federal and state governments as they develop priorities for program funding.
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DBMD Program Updates
Critical Incident Tracking

Soon, CLASS and DBMD providers are required to submit critical incident reports to HHSC by the last calendar day of the month following the incident. Stay tuned to your DBMD program alerts through GovDelivery for additional details about effective dates and processes.

- The **categories** for critical incidents are as follows:
  - Choking
  - Criminal Conduct
  - Elopement/Missing Individual
  - Emergency Room visit due to Illness or Injury
  - Emergency Situations

85th Texas Legislature, Senate Bill 2027, An Act
Critical Incident Categories

- Mechanical Restraint Authorized by Doctor
- Mechanical Restraint in a Behavioral Emergency
- Medication Error
- Physical Altercation
- Physical restraint Authorized by Doctor
- Physical Restraint in a Behavioral Emergency
Critical Incident Categories (cont.)

• Psychoactive Medication Restraint Authorized by Doctor
• Psychoactive Medication Restraint in a Behavioral Emergency
• Theft or Property Damage under $25
• Other incidents or events that involve harm or risk of harm to an individual
Notification of Critical Incidents Form

• Form is located at:
  http://texashhs.force.com/NCIForm

• May report multiple incidents on one form
• May not report for multiple individuals on one form

• Timelines:
  • Must report a critical incident to HHSC by the last calendar day of the following month.

  **based on date of awareness**
Intervener....Which Level is appropriate?

We get this question...A LOT!

• DBMD services are based on the individual’s needs and preferences.

• ALL individuals in DBMD can benefit from a highly qualified intervener, regardless of their communication level or abilities.

• If a family, individual, or provider is fortunate enough to locate a qualified Intervener II or III to provide this valuable service, please do whatever is necessary to pave the way for this valuable connection!

• Please contact dbmdpolicy@hhsc.state.tx.us if you have questions or need assistance advertising for an Intervener.
Electronic Visit Verification (EVV) CURES Act Soft Launch

- EVV will be required for all personal care services offered through Medicaid effective January 1, 2020.

- HHSC is looking for DBMD and CLASS providers to participate in a “CURES Act Soft Launch” of EVV beginning January 1, 2019 to offer feedback on the system and process.

- Please contact the DBMD policy mailbox if you would like to participate: dbmdpolicy@hhsc.state.tx.us
Electronic Visit Verification (EVV) CURES Act Soft Launch

• More detailed information will be shared at future DBMD provider trainings and our December webinar.

• For details about the CURES Act mandating EVV in HCBS programs, please see: https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/electronic-visit-verification
DBMD Computer Based Training (CBT)

• The DBMD CBT has been updated to include current HHSC links to forms and information.

• This is a great resource for anyone involved in developing the Individual Program Plan, and is a useful tool, especially for case managers who have not attended DBMD provider training yet:

• The CBT can be found here: https://apps.hhs.texas.gov/training/cbt/DBMD/index.html
Case managers and service coordinators are encouraged to share a quick informational video about the Consumer Directed Services (CDS) option when speaking to individuals about different service delivery options.

The video is a great resource when describing the CDS option. It can be viewed on the HHSC website at https://hhs.texas.gov/cds and on YouTube at https://youtu.be/I3w1iN8X2AY

9/26/2018
Wrap Up

• Your feedback will assist HHSC in refining this communication format to suit the needs of DBMD providers and other interested parties.

• If you have comments regarding this webinar, please send them to the DBMD mailbox at DBMDpolicy@hhsc.state.tx.us
Thank You For Joining Us!