



## Using Technology to Reduce Barriers to Social Isolation and Loneliness

### THE OPPORTUNITY:

As part of the CARES Act, the Critical Relief Funds for COVID-19 Pandemic Response is a wide-ranging emergency funding opportunity aimed at providing new, creative modes of support for older adults, persons with disabilities and their caregivers throughout Oregon. Specifically, these funds are designed to allow services that will alleviate the adverse effects of this pandemic, such as social isolation and any unique challenges with accessing critical social and health needs at this time.

We are social by nature, and researchers have long understood the toll that social distancing, social isolation and loneliness takes on the body. Studies show one is more likely to catch a cold, experience depression, develop heart disease, have a lower cognitive function, and it can even lead to a shortened lifespan. But when used properly, technology can help people cultivate their social well-being and thereby live healthier lives – especially during times of uncertainty.

For this reason, Access Technologies, Inc. started a pilot project offering tablets from our short-term Device Lending Library to individuals at no cost for the duration of the COVID-19 pandemic. And, simply by word of mouth, from our team here at Access Technologies, Inc. and ADRC members, the dozen or so tablets we have been able to make available to individuals who have or can access WiFi are going quickly.

While the opportunities are exciting, results from our pilot project show many Oregonians do not have access to secure WiFi connections in order to allow them to participate in secure, private conversations with their doctors, mental health counselors, family members, etc.

To help respond to this need Access Technologies, Inc. is offering to partner with ADRCs throughout Oregon to successfully expand the Connecting through Technology activity. The following activities ensure seniors and individuals with disabilities are able to use technology to reduce difficulties and challenges associated with social distancing, social isolation and loneliness.

*Specialists in Ergonomic and Assistive Technology*

## THE OFFER:

Access Technologies, Inc. has been providing assistive technology related services since 1991 and is pleased to offer a partnership opportunity with ADRCs to expand this successful Connecting through Technology activity. To best meet the needs of all Oregonians seeking to benefit from these services, we are offering the following services for your consideration.

## COMPREHENSIVE SERVICE PACKAGE:

For individuals who do not have technology necessary to allow them to participate in secure, private conversations with their doctors, mental health counselors, family members, etc., Access Technologies, Inc. is pleased to offer this comprehensive inventory management package, designed for individuals who are undergoing medical care, such as cancer treatment or mental health counseling, and need to utilize telehealth services for a 12-month period.

*Core features of our COMPREHENSIVE PACKAGE will include:*

- **Managing Intake and Applicant Information:** Access Technologies, Inc. will manage intake and applicant information in the same secure manner as authorized and approved for state and federal grant activities operated by the agency.
- **Eligibility:** Based on criteria developed by ADRC, it may be necessary to verify eligibility.

Access Technologies, Inc. will work with the Oregon Public Utilities Commission to determine if an individual is eligible for a free tablet through TDAP, prior to recommending a tablet or lightweight laptop be provided through the ADRC COVID-19 Relief Funds.

- **Assessment:** A remote assessment will be conducted by a qualified assessor from Access Technologies, Inc. to determine specific equipment needs and recommendations as well as training requirements.
- **Procure Equipment:** Individuals will use tablets or lightweight laptop computers for telehealth purposes. Unique identifiers are assigned to devices at time of order. Access Technologies, Inc. will work with vendors to deliver the required equipment in a timely manner. Equipment warranties will only be purchased if requested by ADRC prior to time of order.
- **Installation, Training, Technical Support & Follow Along Services:** Access Technologies, Inc. has resources to set up and install the equipment upon arrival to our offices, as well as the ability to push communication apps and updates, troubleshoot equipment and provide training in equipment usage remotely. These

resources are provided by our Certified Specialists who are experienced with providing remote technology services to seniors, individuals with disabilities, as well as professionals.

- **Equipment Distribution:** All equipment will be carefully packed and shipped to the borrower at the address provided on their contract. Introductory and Use Sheets, as well as a copy of their contract, an inventory list and Access Technologies, Inc.'s contact information will be provided. All packages will be insured, and a signature will be required. Consumers will be asked to save the shipping boxes and material for use in returning the equipment to Access Technologies, Inc. When the loan period is over, Access Technologies, Inc. will send the borrower a prepaid, return mailing label.
- **Tracking Equipment Distribution and Related Services:** Access Technologies, Inc. will maintain a data tracking system that easily identifies each device and cellular plan (as necessary). A separate, secure patron library system will track key information about borrower, the device, and the loan status.
- **Inventory Management:** Access Technologies, Inc. is experienced in maintaining multiple agency specific device lending libraries. Equipment purchased in these libraries have unique identifiers; ensuring the ability to carefully track and report usage. Additionally, our staff follow manufacture recommendations for physical and electronic cleaning and sanitization of all equipment when it has been returned from a borrower, and when not on loan, all equipment is securely stored on premises. Access Technologies, Inc. would be pleased to discuss inventory management of technologies acquired with ADRC funds following the conclusion of the ADRC COVID Relief fund period, estimated to be May 2021.

*Equipment Rate: Invoiced at actual expense plus 15%.*

*Service Rate: \$2,070 per consumer. Service time 23 hours.*

*One invoice will be provided for both equipment and service at time of equipment order.*

## ALA CARTE SERVICES:

For specific telehealth projects, trainings and activities provided through ADRCs, this Ala Carte option allows flexibility for each ADRC Center to develop and operate a Connecting through Technology activity that meets their consumer and staffing needs. In this option, an ADRC Center is empowered to manage and provide core components of the activity and contract with Access Technologies, Inc. to provide the balance.

*Individualized Services (Service packages are offered as a whole unit. Priced per consumer, per device loan period. Invoiced monthly.):*

- **Assessment:** A remote assessment will be conducted by a qualified assessor from Access Technologies, Inc. to determine specific equipment needs as well as training requirements. *Service Rate: \$250 per consumer.*
- **Procure Equipment:** Individuals will use tablets or lightweight laptop computers for telehealth purposes. Unique identifiers are assigned to devices at time of order. Access Technologies, Inc. will work with vendors to deliver the required equipment in a timely manner. Equipment warranties will only be purchased if requested by ADRC prior to time of order. *Equipment: Invoiced at actual expense plus 15%.*
- **Installation, Training, Technical Support & Follow Along Services:** Access Technologies, Inc. has resources to set up and install the equipment upon arrival to our offices, as well as the ability to push communication apps and updates, troubleshoot equipment and provide training in equipment usage remotely. These resources are provided by our Certified Specialists who are experienced with providing remote technology services to seniors, individuals with disabilities, as well as professionals. *Service Rate: \$50 per 30 minutes.*
- **Equipment Distribution:** All equipment will be carefully packed and shipped to the borrower at the address provided on their contract. Introductory and Use Sheets, as well as a copy of their contract, an inventory list and Access Technologies, Inc.'s contact information will be provided. All packages will be insured, and a signature will be required. Consumers will be asked to save the shipping boxes and material for use in returning the equipment to Access Technologies, Inc. When the loan period is over, Access Technologies, Inc. will send the borrower a prepaid, return mailing label. *Standard Service Rate: \$150 per consumer, per device loan period.*
- **Tracking Equipment Distribution, Inventory Management and Related Services:** Access Technologies, Inc. will maintain a data tracking system that easily identifies each device, all accessories and service plans as appropriate. A separate, secure patron library system will track key information about borrower, the device, and the loan status.

Access Technologies, Inc. is experienced in maintaining multiple agency specific device lending libraries. Equipment purchased in these libraries have unique

identifiers; ensuring the ability to carefully track and report usage. Additionally, our staff follow manufacture recommendations for physical and electronic cleaning and sanitization of all equipment when it has been returned from a borrower, and when not on loan, all equipment is securely stored on premises. *Service Rate: \$150 per consumer, per device loan period.*

#### PROFESSIONAL SERVICES:

With over 50 years combined experience providing in-person and virtual professional services to businesses, educators, and service providers Access Technologies, Inc. is available to assist ADRC staff in gaining technical skills necessary to provide remote telehealth activities to their consumers. These services include:

#### TRAIN-THE-TRAINER VIRTUAL WEBINAR TRAINING PACKAGE:

This five-part, virtual training will provide ADRC staff participants with introductory skills necessary to conduct short-term virtual telehealth projects, trainings and activities.

Requirements: Participants will be required to attend all five, 60-minute sessions, in a manner that demonstrates their ability to use the video technology they intend to use while conducting remote video trainings. Maximum number of participants 30.

*Service Rate: \$2500 for Webinar Series.*

#### ADDITIONAL COSTS:

Cart Reporting Service (CRS) for Webinar Package. Written request for CRS during Train-the-Trainer virtual training must be submitted to Access Technologies, Inc. 14-business days in advance.

Train-the-Trainer Webinar recordings. Recorded webinars may be made available to ADRC. All recorded webinars must be captioned prior to release.

#### ADDITIONAL PROFESSIONAL SERVICES:

Access Technologies, Inc. provides an array of professional technical assistance services including co-presenting services to assist presenters during their consumer pre-training webinar sessions.

*Professional Service Rate: \$50 per 30 minutes, invoiced monthly.*

Access Technologies, Inc. is eager to partner with you to bring these benefits to individuals throughout Oregon. For questions, please contact:

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