



Virtual Services Learning Collaborative

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Overview

- BPDD and Waisman Center Evaluation
- Sharing promising strategies and Innovative Ideas for delivering meaningful virtual services
- Ways to connect people to their communities while still at home.



55 Days into Safer At Home...

- Service providers moved quickly to develop new options
- People are connecting!
- Starting to hear positive outcomes:
 - People connecting to people they know but haven't seen in a while (e.g. across the state)
 - People tapping into services they haven't been involved in before
 - People learning how to use technology



Types of Virtual Services

- One to one and small group
- One-hour sessions to full day options
- Topics: COVID-19, News and Events, Travel/World Geography, Fitness, Self-Care, Meditation, Yoga, Dance, Cooking, Arts and Crafts, Gardening, Games, Safety, Relationships and Dating, Soft Skills, Job Prep and Exploration, Internet Safety, Self-Advocacy and Leadership, Community Living
- Variety of Platforms: Zoom, Skype, Web Ex, Microsoft Teams, Google Hangouts, Conover, Facetime



Acquiring Technology

- Requests to Board of Directors
- Foundations and local donors
- Contacting cell/internet carrier to add additional lines (e.g. free tablets and hot spot) and negotiate bundled rate
- Used equipment loaners and donations
- If assistive tech is needed, contact local Independent Living Center
- Inquire with funders – MCO, IRIS, DVR



Accessing the Internet

Internet and Phone Helpline

(608) 267-3595 M-F 7:45 – 4:30 A customer service phone line for people who need help locating phone or internet service. A Consumer Affairs staff person will walk through internet and phone service options, share any discount information and provide information about Lifeline eligibility and enrollment.

Emergency Internet Resources Website

<https://psc.wi.gov/Pages/Programs/BroadbandEmergencyInternetResources.aspx>

Many internet service providers are offering low-cost, discounted and free access options in response to the COVID-19 health emergency. The geography served, eligibility for offers, type of discount and length of time varies. This website compiles the information the Commission currently has.

Open Wi-Fi tool for Drive Up Internet

<https://maps.psc.wi.gov/apps/PublicWiFiLocations/>

An online tool that can assist users in finding free-to-use public broadband locations in their area. These are emergency internet locations for when residents do not have access to the internet at home. The buildings are closed but the Wi-Fi connections remain accessible.



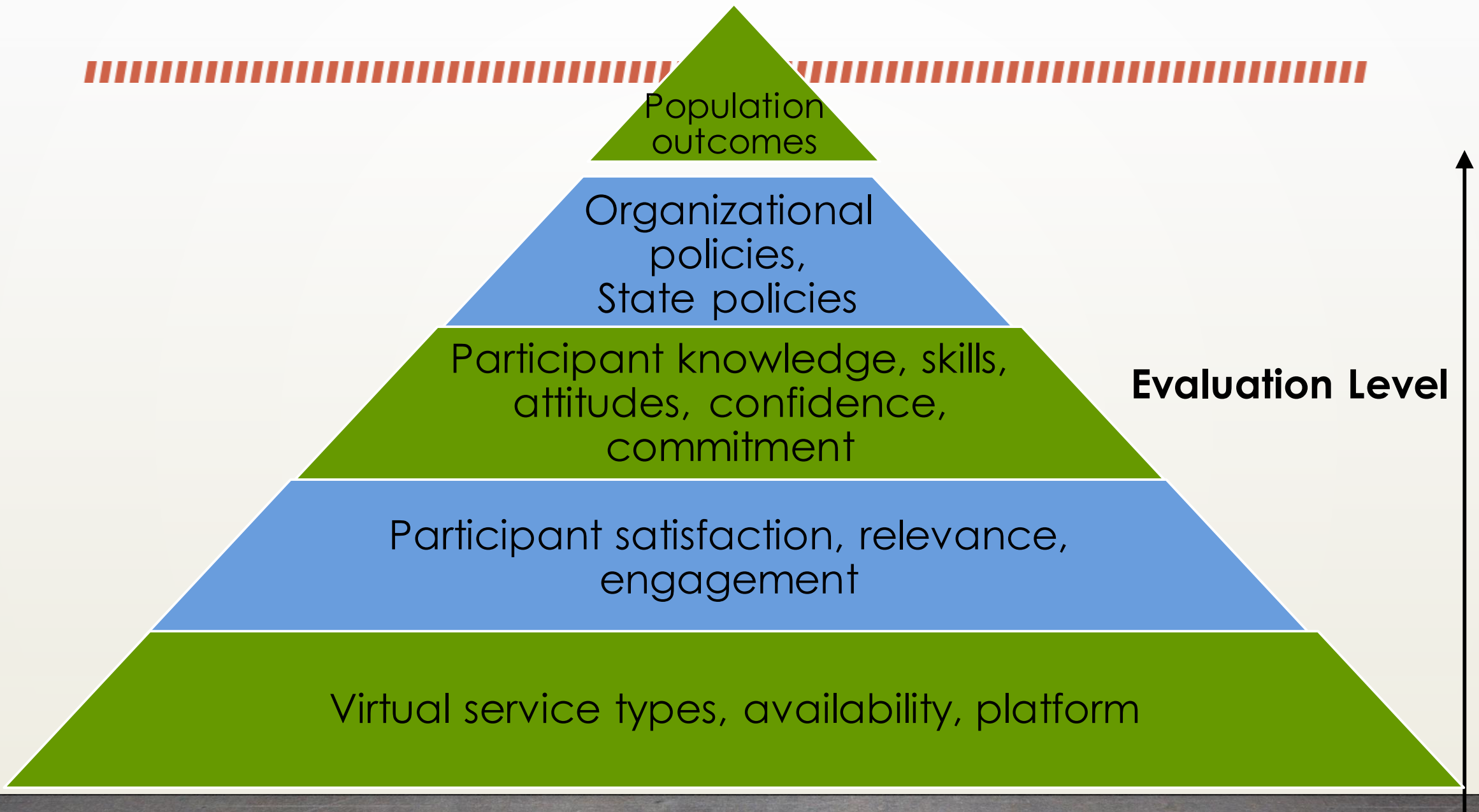
Assistive Technology to Access Virtual Services

- No Tech, Low Tech, High Tech
- Independent Living Centers – AT Consultation/Assessments, Device Demonstration, WISLOAN Program
- Managed Care Organization or IRIS Plan
- WI Division of Vocational Rehabilitation



BPDD and Waisman Evaluation

- 15 service providers invited to participate (mostly from Living Well and Building Full Lives projects)
- To evaluate the best practices and outcomes of providing virtual HCBS services (Day Hab/Prevoc/DLS) and self-advocacy/peer group services to people with IDD in order to formulate policy recommendations and guidance for service providers on the essential elements of providing high quality virtual HCBS services
- May through August
- Learning Collaborative Calls 2x per month





Process:

- How many and what types of virtual services are being offered?
- How many and what type of products or other supports are needed for virtual services?
- How many individuals are participating in virtual services? Are virtual services available to everyone or are there limitations?
- Are there individuals receiving services virtually that were unable to benefit from in-person services (anxiety, distracted, recovering from illness/injury, transportation issues)?
- Are participants engaged in the services and what features have been explored to make participation easier?
- What procedures are in place to protect participant privacy and rights?
- Do participants choose what virtual services they are engaged in?
- What are the costs associated with delivering virtual services and to what extent are these being billed and paid for? Are there cost savings when delivering virtual services?



Short Term Outcomes:

- Are participants and staff satisfied with the service?
- Do participants benefit from the service?
- Do participants and staff become more independent and/or confident in their ability to use technology to connect with others?
- How does participation in the service impact social connectedness/isolation?
- What are other (positive and negative) impacts of service participation such as mental health, privacy, etc?
- Do provider agencies make new partners as a result of internal virtual service development, promotion and delivery?



Long Term Outcomes:

- To what extent are virtual services/connections economically feasible?
- Do participants experience more options for learning and connecting after COVID, or do options become more restricted (only online or only in person)? What factors are taken into consideration when deciding if services are offered online or in person?
- What is the longer term impact on social connectedness/isolation for individuals with disabilities?
- What is the longer term impact on life skill attainment for individuals with disabilities?
- What are the other (positive or negative) impacts on virtual service delivery over time for agencies and participants?

Group Sharing & Discussion

What strategies and innovative ideas are you implementing to get people engaged in Virtual Services?



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Group Sharing & Brainstorm

- How can virtual services be a tool for connecting people to the community?



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Group Sharing & Brainstorm

- What are your ideas about how to determine if/when/how much/under what circumstances virtual services are effective?



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Group Sharing & Brainstorm

How can you see virtual services enhancing, not replacing, in-person HCBS services in the future?



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Thank you!

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