Technology Disruption and the Future of ID/DD Services and Supports

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Disruption - Disturbance or problems which interrupt an event, activity, or process

– Oxford Dictionary

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Technological transformations driven by the pandemic

Commerce
E-commerce share of global retail trade increased from 14% in 2019 to 19% in 2020 (UNCTAD 2021)

Healthcare
Meteoric rise in remote interactions for care

Education
Those registered for edX increased 161% in November 2020 from the previous year

Energy
Predictive analytics for cost and speed

Employment
Consumerization of employment settings

Manufacturing
Supply chain disrupted and alternative contracts and deliveries configured

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"Pivoting is not the end of the disruption process, but the beginning of the next leg of your journey."
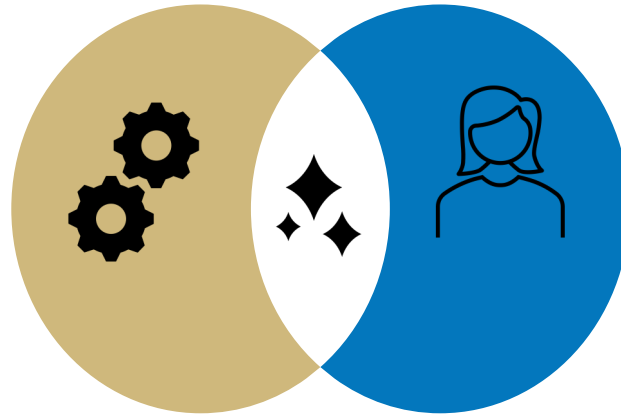
- Jay Samit

Technology investments for providers

Organizational Technology

- Digital transformation

- Add efficiency to operations

- Modernize programs and services

- Use data to inform and direct operations

Technology First Systems Change

Individual Technology

- Technology selected, owned, and operated by the individual – includes control of data and information

- Person-directed and goal-oriented technology for daily living

- Wide variety of technology solutions

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What does technological transformation mean for provider organizations?

- ◎ Diverse services – greater access to services options
- ◎ Innovative efficiencies – workflow, reporting and management
- ◎ Cost savings – travel, delivery, outsourcing, etc.
- ◎ Data management and data strategy
- ◎ Human resource shifts and empowerment

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What does technological transformation mean for individuals with ID/DD and their families?

- ◎ Consumerization of services and supports - hybrid models mixing virtual and in-person

- ◎ Person-driven technology solutions for community living

- ◎ Access to new models of support – training and skill development inclusive of digital competency, agility, and resiliency

Where to start?
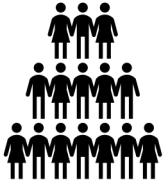
Organization

- Culture of innovation - myth-busting and risk-taking

- Investment in training and exploration

- Procure accessible technology

- Begin with "gateway technology"

Individual

- Requirement in ISP

- Person-directed process for acquisition

- Foster leadership and peer training

- Establish training in technology competency, agility, and resiliency

Person-directed process for identifying technology solutions

Search for technology solutions that address and eliminate barriers

Identify environmental demands that may create barriers to goal achievement

Identify personal strengths/assets that will help achieve the goal

Individual goal setting

01

02

03

04
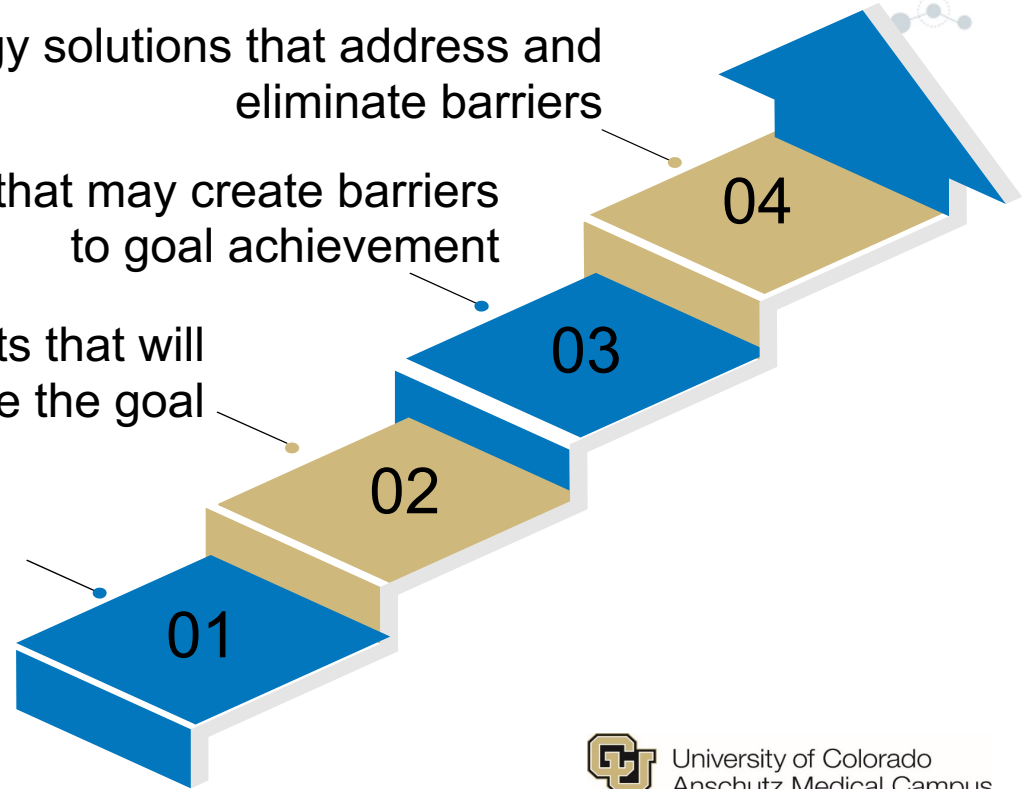
Denying access to technology =
Denying access to community inclusion

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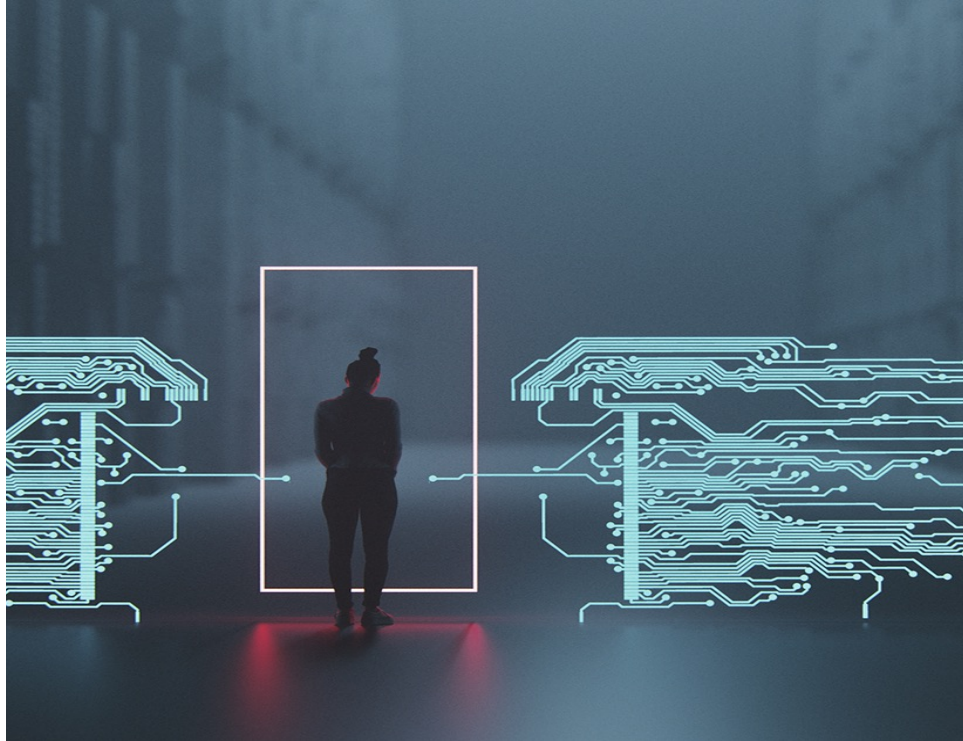
Thank You!

Any questions?

You can find me at:

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Ubiquity of technology

535% increase in video conferencing in 2020 (Guardian, 2021)

60% of interactions with companies are now digital (Salesforce, 2020)

36.2 million Americans will be working remotely by 2025 (Upwork, 2020)

4.2 billion active social media users globally (Hootsuite, 2021)

181 minutes average daily minutes of internet consumption globally (Statista, 2021)

11.7 billion Internet of Things connections globally in 2020 (IoT Business News, 2020)

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