



American Rescue Plan Act (ARPA) HIPAA Technology Funding Design Survey Results

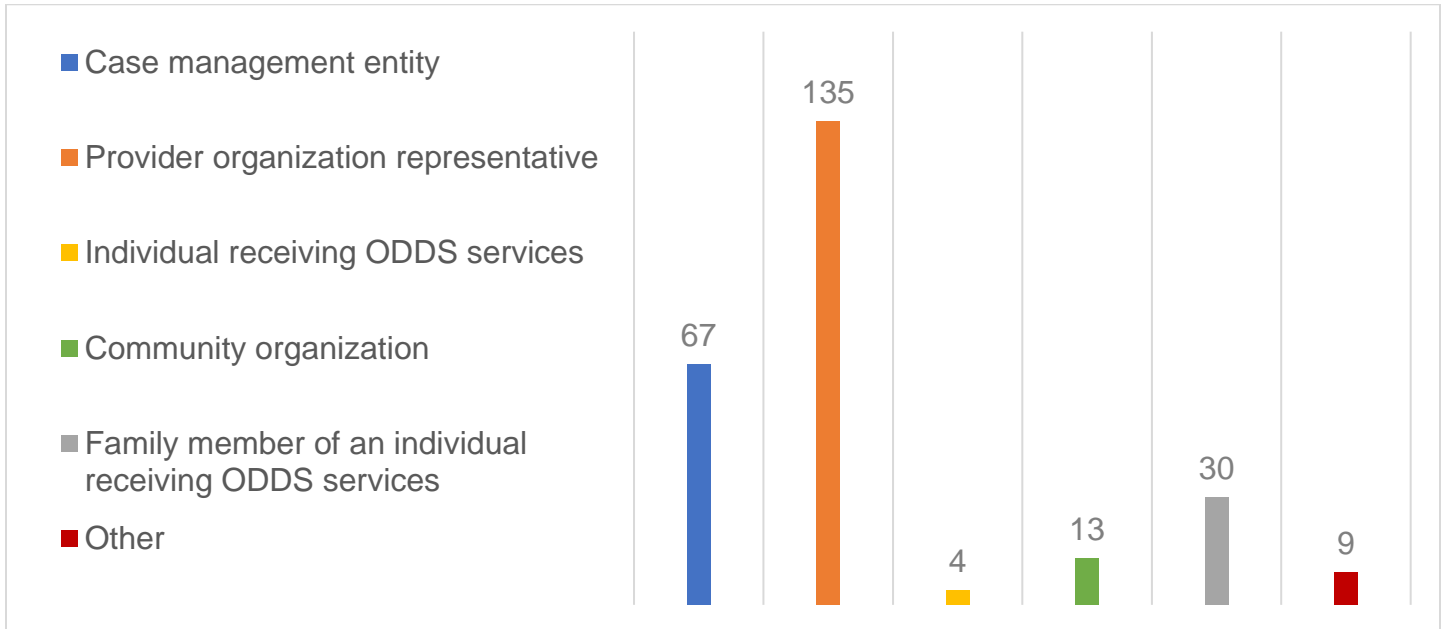
The Office of Developmental Disabilities Services (ODDS) collected input from case management entities, provider organizations, individuals receiving ODDS services and their families and others on how to prioritize \$10 million of funding to help case management entities (CME) and providers continue offering services or supports that will require Health Insurance Portability and Accountability Act (HIPAA) compliance once the public health emergency ends. HIPAA approved technology allows continued access to quality supports which is a fundamental element of the ODDS strategic plan.

The survey was open for three weeks from April 19–May 3, 2022. There were 231 responses, and it took an average of 7 minutes to complete. This funding will be available to **community partners** through a formal application process and is made possible by federal and state matched funds.

Question 1: Which group(s) do you identify with? Please check all that apply.

- Option 1: Case management entity representative
- Option 2: Provider organization representative
- Option 3: Individual receiving ODDS services
- Option 4: Community organization
- Option 5: Family member of an individual receiving ODDS services
- Option 6: Other (write-in)

Below is a summary of the results from question 1:



The chart above shows the number of respondents for each option provided in the first survey question. **Provider organization representatives total 135 of the 258 responses or 52 percent.** The second largest number of responses (67) was from CME representatives. The third largest number of responses (30) was from family members of an individual receiving ODDS services, then community organizations (13), followed by “other” (9), and individuals receiving ODDS services (4).

Question 2: In which Oregon county(ies) do you provide or receive services? Please check all that apply. All counties were listed as options to choose from.

The table below shows the total number of respondents for each county with more than 10 responses. *Any county with less than 10 responses are grouped together as “other.”

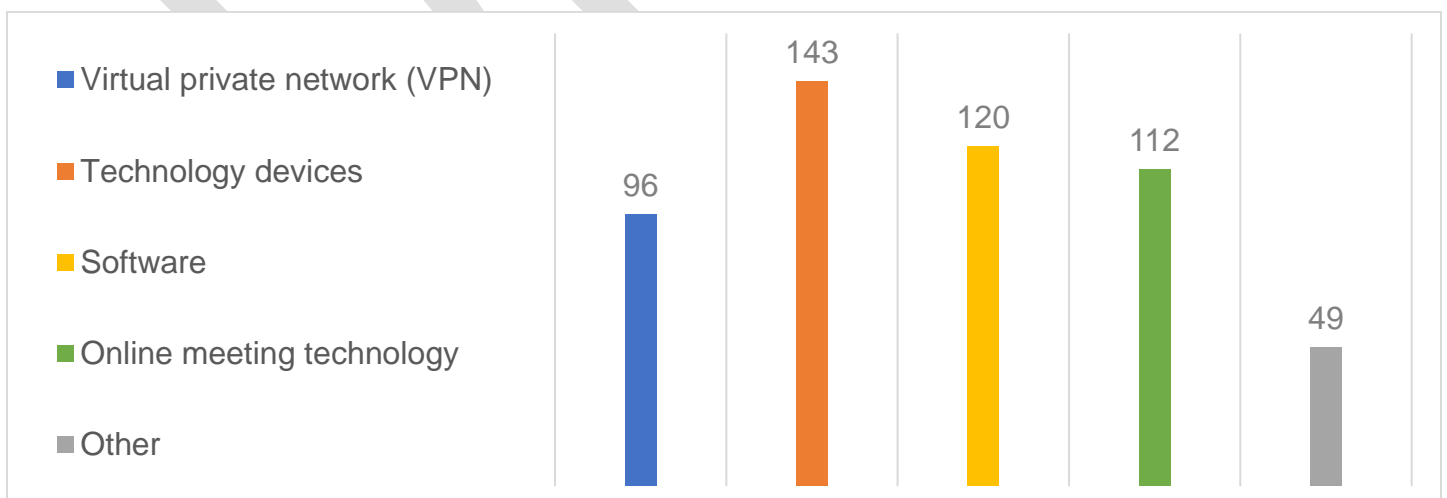
County	Number of responses
Statewide	21
Benton	19
Clackamas	41
Deschutes	14
Jackson	19

County	Number of responses
Josephine	11
Klamath	11
Lane	38
Linn	21
Marion	33
Multnomah	58
Polk	23
Umatilla	11
Washington	46
Yamhill	18
Other*	61

*“Other” counties include Baker, Clatsop, Coos, Crook, Curry, Harney, Hood River, Jefferson, Lake, Lincoln, Malheur, Morrow, Tillamook, Union, and Wasco.

Question 3: What do you need to make your technology HIPAA approved so you can offer services and supports?

The chart below shows the number of respondents for each option provided in the survey question. Responses for **technology** (phones, tablets and computers) **total 143 of the 520 responses or 28 percent**. The second largest number of responses (120) was for software. The third largest number of responses (112) was for online meeting technology (Microsoft Teams, Zoom), then virtual private network (VPN) (96), and “other” (49).



There were five options to choose from with the option to write-in a response under 'other.' Below is a summary of the write-in responses from option 5. If multiple respondents answered similarly, that is reflected (for example (3)): **The top four options favored by respondents were:**

1. E-signatures **(10)**
2. Secure email access **(6)**
3. A centralized system for personal support workers (PSWs), providers, CMEs, etc. to share documents (referring clients, PSW timesheets, etc.) **(4)**
4. Current or up-to-date technology, computers and software **(4)**

Here is a summary of the **Other (write-in)** responses:

- Secure text messaging. **(3)**
- Universal meeting software and consistency in meeting software for all ODDS providers, CMEs and ODDS staff **(2)**
- Training **(2)**
- Smartphone HIPAA compliant apps and software **(2)**
- Adaptive technology
- Virtual desktops (Citrix, VPN)
- Security screens for laptops and monitors
- Reimbursement for previously purchased HIPAA technology
- HIPAA-required business associate agreements
- Archival services from vendors
- Internet access for ODDS clients and families
- HIPAA resources
- HIPAA worker's guide
- Artificial Intelligence (AI) technology
- Hire technology specialists to understand learner's needs
- High tech solutions for inclusion
- Hotspots

Question 4:

Do you have any other comments or feedback about this grant opportunity for HIPAA approved technology?

Below is a summary of the write-in responses for question 4. If multiple respondents answered similarly, that is reflected (for example (3)). **The top three options favored by respondents were:**

1. Individuals with I/DD and families have benefited from remote and virtual services and have enjoyed it as it: **(14)**
 - Is personable
 - Supportive of many different personal preferences
 - Reduces driving long distances for meetings with support team, CMEs, etc.
 - Reduces barriers to attend meetings
 - Allows individuals with social anxiety and Autism to actively participate in meetings
 - Allows everyone to attend and participate in meetings without taking time off from work.
 - Allows increased efficiency in providing services for providers and CMEs
 - Helps to avoid an individual's triggers
 - Is more person centered
 - Provides a supportive environment
 - Increases the time a case manager may spend with an individual and families
2. E-signatures **(8)**
3. Secure email system for all to use **(8)**

Here is a summary of the **Other (write-in)** responses:

- Worker's guide for HIPAA compliant technology **(5)**
- Secure text messaging **(3)**
- Centralized system to access all materials related to ODDS services for I/DD individuals, families, providers and CMEs **(3)**
- HIPAA compliance has been an issue for small provider agencies due to the cost of technology **(3)**
- Tablets **(2)**
- A centralized system for PSWs, direct support providers (DSPs), ODDS providers and CMEs to share documents (referring clients, individual support plans (ISPs), timesheets, etc.) **(2)**
- Smart phones **(2)**
- Technology (upgrades) **(2)**
- Software and applications

- Customization of case management software for mobile workforce
- Training for HIPAA compliant technology
- ODDS should go paperless.
- A secure application to allow all types of communications (emails, text messages, etc.)
- Smart voice calling on all devices
- Therap for all ODDS providers
- Tablets with accessories (e-pen, keyboard, etc.)
- The pandemic has caused everyone to be creative and innovative while providing ODDS services. This grant will impact our ability to provide services.
- Remote technologies have been costly for everyone
- Provide technical assistance for new technology and device set-up
- Reimburse expenditures for HIPAA technology purchased during the pandemic
- Augmented communication device to help use HIPAA approved technology
- Start-up funding to develop HIPAA compliant technology
- Secure data system for behavior professionals
- Technical assistance to providers to verify which providers are in HIPAA compliance
- New computers with upgraded software
- HIPAA technology for individuals with I/DD and families
- HIPAA compliant mobile device management software
- A great opportunity to protect individual's information and provide tools to providers and CMEs to do this
- Access to unlimited use of Zoom meetings and smartphones for work
- This funding is badly needed.
- Provide information on how to use existing technology and devices to be in compliance
- Using outdated technology that makes communication and protecting information difficult
- Microsoft Teams is terrible!
- Design efficient and fully compliant systems for providers to use
- Some technology available is for medical agencies and not I/DD providers.
- Unable to access technical assistance easily for technology and devices in rural areas when needed
- Small providers can not afford to continuously update technology.
- Better way to communicate with DSPs

- This would be great for current and new providers!
- Need a one-time sustainable solution.
- This is a great opportunity for upgrades to software and technology.
- Non-English-speaking individuals have had difficulty with Zoom and Microsoft Teams.
- An application that works best for individuals who are not tech savvy or who do not speak English.
- We have never received any offers of such assistance. It would be great to have a tablet available for medical appts.
- Individuals can access more medical care due to virtual appointments than ever before, and virtual appointments are usually scheduled sooner than in person.
- This would be great for individuals to access services virtually with their medical provider who do not want to, can not or have no patience to drive.
- We also need all forms and information to be available on-line (and HIPAA compliant). This would reduce our paper use, in person contact and increase efficiency.

Suggested parameters from survey:

- Make this process easy.
- Keep the technology simple, straight forward and easy for all to use.
- Prioritize smaller provider agencies.

Note: Responses from the survey that did not apply to HIPAA approved technology, but applied to other services or grants, were sent to the appropriate ODDS teams.

If you have other questions about ARPA grant funding through ODDS, email ODDSARPA.funding@dhsosha.state.or.us. For other ODDS questions, call 503-945-5811 or 711 TTY.