

# Information Memorandum Transmittal Aging and People with Disabilities



Mat Rapoza

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**Number:** APD-IM-22-104

**Issue date:** 10/21/2022

**Topic:** Long Term Care

**Due date:**

**Subject:** GrandPad Pilot for Individuals Receiving Medicaid In-Home Services

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                             | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B     | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                     | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                    | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors           | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services          |   |
| <input type="checkbox"/> Child Welfare Programs                        |   |

**Message:**

APD is piloting a 12-month project, featuring the [GrandPad®](#) tablets and services, with a select group of individuals receiving Medicaid In-Home Services per [OAR 411-030](#). The purpose of this pilot is to use GrandPad tablets to reduce social isolation and loneliness to selected individuals in the pilot by increasing their connection and engagement with family and friends.

GrandPad tablets come preloaded with features to help individuals stay connected by sharing photos, making voice and video Zoom calls, participate in community activities, and more. GrandPad staff provides 24-hour customer service through the tablet for individuals. APD/AAA staff will not be expected to provide any support for the tablet.

A letter that introduces individuals to the GrandPad pilot is being mailed to approximately 2,000 individuals statewide who receive Medicaid In-Home Services and have been identified with higher social isolation needs. The letter includes a survey for individuals to complete and return to Central Office (CO) if the individual is interested in participating in the pilot (no postage needed). Based upon the responses received, 375 individuals will be selected to participate in the pilot, receiving a GrandPad tablet through the mail at no cost to the individual.

The letter and survey (which has been translated into multiple languages) is at the end of this transmittal. Please note, individuals are being asked to return the survey by October 31, 2022, which is a short turnaround. However, CO will accept responses through November 4, 2022, and will provide a list of individuals chosen to be part of the pilot to each local office.

CO is working with GrandPad to coordinate the delivery of the GrandPad devices and will assist individuals participating in the pilot to receive the information and support they need to successfully use the GrandPad tablet.

*If you have any questions about this information, contact:*

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Dear ,

The Aging and People with Disabilities (APD), a program of the Oregon Department of Human Services (ODHS) is excited to announce the creation of a 12-month long program for a select number of people who receive Medicaid in-home services.

This program uses a modern technology, a GrandPad tablet to help people who often feel alone in their homes experience more regular and meaningful contact with their loved ones.

The GrandPad tablet uses voice and video calls to help individuals join family and friends anywhere in the world for daily conversations, birthday parties, community activities, and much more. All that is needed to use a GrandPad tablet to work is a reliable cell phone connection. No internet connection is required.

There are a limited number of GrandPad tablets being made available, free of charge, for individuals who are selected to participate in this program. To be considered for the GrandPad program, please fill out the enclosed survey and mail it back to APD by **October 31, 2022**. The survey does not need an envelope or postage. Just fold it as it already is folded, tape it shut where indicated and put it in the mail. Participants in the GrandPad program will be selected based on the information from their survey, program criteria, and the number of responses mailed back to APD.

For those individuals selected to participate in this GrandPad program, the tablet will be shipped to their home free of charge around December 1, 2022. If you are chosen to participate in the GrandPad program, you will be contacted and given more information about how to use the GrandPad tablet and services.

Sincerely,

APD Long-Term Services and Supports



### Survey Questions for Medicaid In-Home Consumers

*(Please circle the answer that best describes your experience for each question below)*

1. I am content with my friendships and relationships.  
Strongly Disagree   Disagree   Neutral   Agree  
Strongly Agree   Don't Know
2. I have enough people in my life I feel comfortable asking for help at any time.  
Strongly Disagree   Disagree   Neutral   Agree  
Strongly Agree   Don't Know
3. My relationships are as satisfying as I would want them to be.  
Strongly Disagree   Disagree   Neutral   Agree  
Strongly Agree   Don't Know
4. Do you have reliable cellular coverage in your home?   Yes   No
5. Are you able to receive packages at your home?   Yes   No

Please provide the following information:

Name:

Address:

Phone:

Please mail this postage paid self-mailer survey reply by folding it, taping at the top as indicated and return it **before October 31, 2022**. Thank you!