

# Policy Transmittal Aging and People with Disabilities



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**Number: APD-PT-24-004**

**Issue date: 2/13/2024**

**Topic:** Long Term Care

**Due date:**

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
  Other:

**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"/> ODDS Children’s Residential Services          | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> Child Welfare Programs                        |   |

<b>Policy/rule title:</b>	GrandPad Expansion for Consumers Receiving In-Home Services		
<b>Policy/rule number(s):</b>		<b>Release number:</b>	
<b>Effective date:</b>	Upon Transmittal Release	<b>Expiration date:</b>	
<b>References:</b>			
<b>Web address:</b>			

**Discussion/interpretation:** From December 2022 through November 2023, Aging and People with Disabilities (APD) piloted the GrandPad project with 375 in-home consumers with the goal of reducing social isolation and increasing connection and engagement with family and friends. The results of the pilot have been so positive that APD is expanding the program to all consumers receiving in-home services per OAR [411-030](#) who meet the eligibility criteria below.

As before, GrandPad tablets will be preloaded with features to enable users to make voice and Zoom calls with friends and family, share photos, read articles, and play games like Bingo, Poker, Sudoku, Solitaire, and more. In addition, it will now be possible to add a consumer's favorite music selections to the GrandPad to aid with memory or similar cognitive impairments. Little or no computer experience is needed to use the GrandPad. To learn more, visit their website at: <https://www.grandpad.net>.

The consumer must meet the following eligibility criteria to receive a GrandPad:

- Eligible for in-home services per OAR 411-030 (does not include State Plan Personal Care and Oregon Project Independence); and
- Has cell phone coverage at their home; and
- Can receive packages at their home address (not a P.O. Box); and
- Has limited access to the community as identified by the case manager.

In addition, the GrandPad may include music support for consumers needing cognitive assistance. This feature allows for a natural support to assist with selecting meaningful songs for the consumer. A consumer may be eligible for this feature if:

- The consumer has memory impairment or similar cognitive issues; and
- The consumer is assessed as a full or substantial assist in cognition; and
- The consumer has a natural support to assist with identifying desired musical selections and can support the consumer in using the GrandPad.

Case managers whose consumers meet the criteria for a GrandPad may submit a referral via this online form: <https://forms.office.com/g/jjRnAyAugE>. The link will also be provided under the "Make a Request" section on CM tools, as well as under the In-Home Support Services section (along with other GrandPad resources). The form will request the necessary information to complete the referral process. The system may then generate email(s) for the case manager to follow-up on, such as working with the natural support to select songs if music support is selected.

Once the request is approved, notification will be sent to GrandPad and the case manager. Shipping and user support will be managed by GrandPad. Referrals approved by the 15<sup>th</sup> of each month will be fulfilled the following month.

This referral process is separate from the established K Plan Ancillary Service request process. Please do not send GrandPad referrals to the K Plan email mailbox.

**Local/branch action required:** Share with case managers and those who work with them.

**Central office action required:** Support local office staff as needed.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** Operations Review

**Filing instructions:**

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

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