

Virtual Relationships

Bridging the Technology Gap in Self-Directed Programs

Presented in Collaboration



Agenda

The Participant Perspective

- Amanda Cavanagh: iLIFE Financial Management Services

The FMS Perspective

- Ben Davidson: Premier Healthcare Services

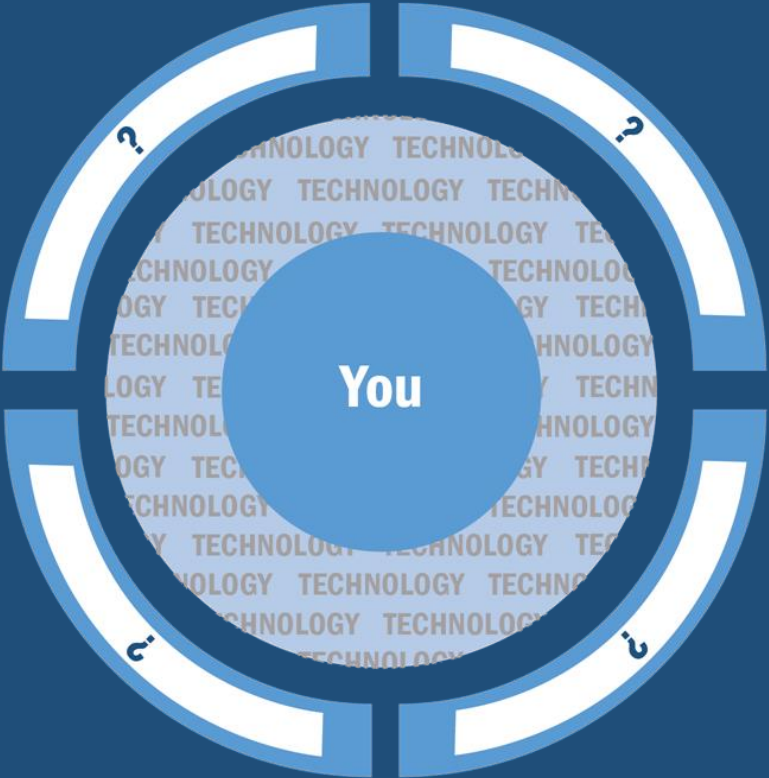
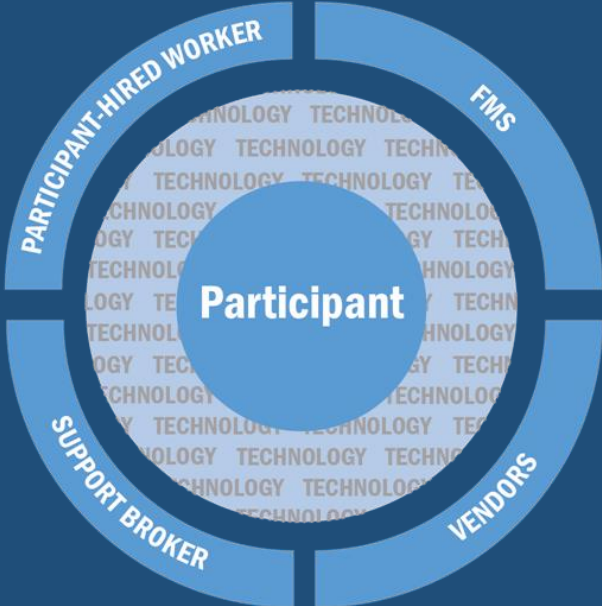
The Technology Provider Perspective

- Bill Kowalski: FOCoS Innovations

Live Visual

Questions

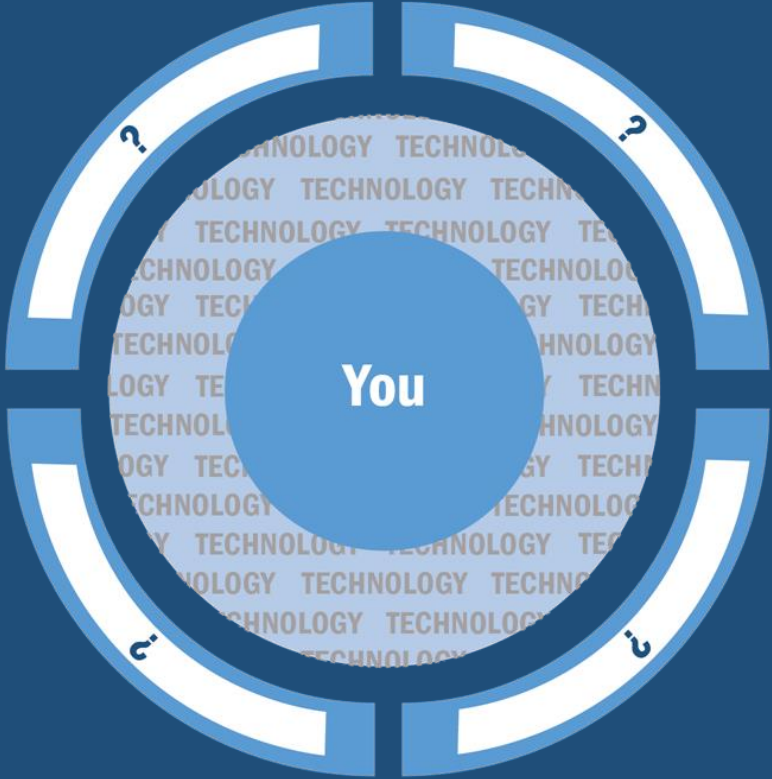
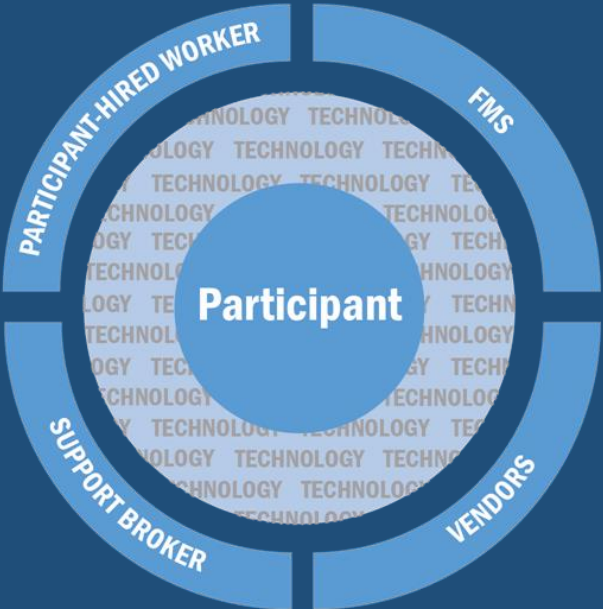
Viewpoint: Participant



Supporting Choice. Informing Decisions.

- Overview of self-direction, choice and technology as a program tool.
- In person-centered financial management services (FMS), choice is paramount.
- As we consider the financial and functional barriers that hinder regular access to technology, we must question if web-based self-service options are a benefit or a barrier to increased consumer control.
- What does technology do in a participant centered design? How does technology surround a participant in the FMS services?
- What are the limitations to technology adoption involving the modalities and accessibility in which the solutions are delivered?
- What are the implications of replacing face-to-face interactions with technology?

Viewpoint: FMS Provider



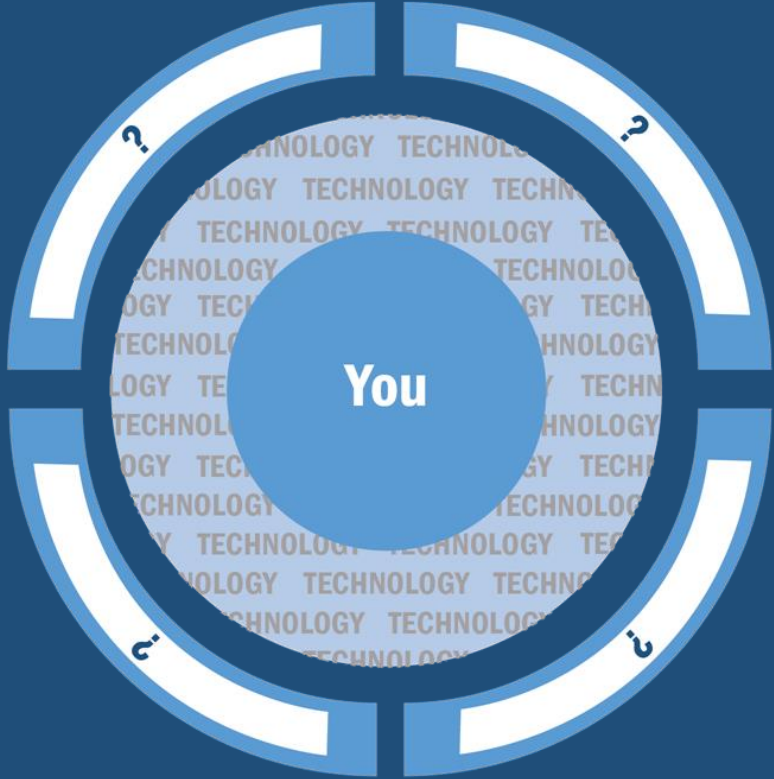
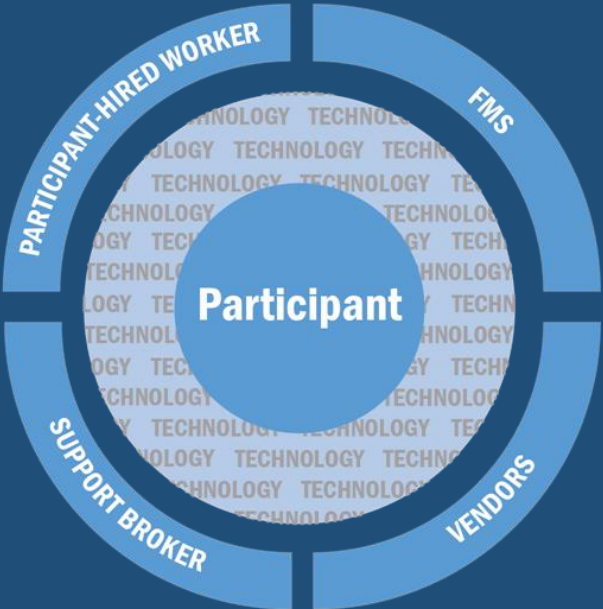
The FMS Perspective

- Technology to support the principles of self-direction
- Timecard delivery methods
 - Ability to provide choice is paramount
 - 10 different submission methods
 - Different strokes for different folks

Technology to ensure equal opportunity to access self-directed programs

- California Self-Determination Program
 - Outreach methods using technology to ensure equal opportunity and access

Viewpoint: Technology Provider



Enterprise

The View

- Person-centered
- Holistic

The Tenets

- Access
- Empowerment
- Management tool

The Goals

- Real-time
- Transparency
- Quality measurement
- Funding
- Eliminate “pay and chase”

Viewpoint: Who's in your circle of support?

