Provider Technology Solutions Readiness Assessment

January 14, 2026

Agenda

- Housekeeping and Welcome from ODP
- Background and Development
- Tool Walkthrough
- Questions and Answers

Pennsylvania Tech Accelerator Partners

ODP/OLTL's Request

Develop a provider change readiness evaluation that will support technology adoption and culture change within disability service provider organizations.

The evaluation will identify pain points and give organizations a path forward in adopting remote supports and emerging technology solutions.

Technology Solution

An innovation applied in the environment to address a mismatch in cultural , social, or contextual demands

- The term is an umbrella term (captures, mainstream, assistive, and enabling technologies)
- The term technology solution allows for the inclusion of multi-functional and diverse technologies
- The term implies a person-directed and goal-oriented approach to the identification, acquisition, and on-going training of technologies
- The term supports the development of <u>solutions</u> to eliminate the mismatch between the person and environment
- The term allows for the inclusion of emerging and future technologies not yet identified to be supported through policy and practice

Supportive Technology

Supportive Technology (ST) is defined as any piece of equipment, device, or product that is used to acquire, improve, or maintain functional capabilities of individuals with disabilities. ST includes Assistive Technology (AT) and Remote Supports (RS)

Two types of Supportive Technology that ODP waivers can fund:

Type	Definition
Assistive Technology (AT)	Assistive Technology is technology used by individuals with disabilities in order to perform functions that might otherwise be difficult or impossible.
Remote Supports (RS)	Remote Supports allows an off-site direct service provider to monitor and respond to a person's health, safety, and other needs using live communication, while offering the person more independence in their home.

Customized for Pennsylvania

27 states interested in advancing Technology First Systems Change.

Readiness evaluation can be customized to address the unique needs of providers across the nation and added to the suite of tools and measurements to advance technology access available from the University of Kansas.
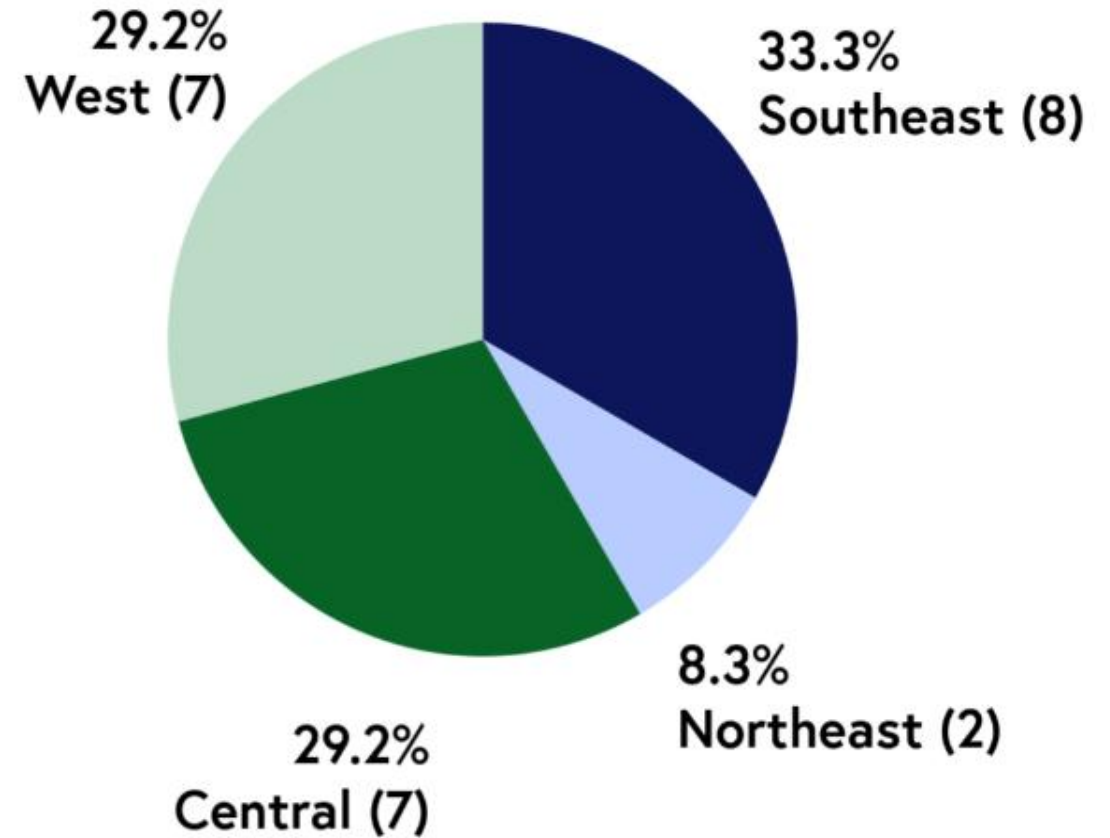
Tool Development: Focus Groups

8 focus group sessions held with 24 agency representatives

Gathered data on organizational change successes and barriers, current technology adoption and efforts, and context unique to PA providers

29.2% West (7)

33.3% Southeast (8)

8.3% Northeast (2)

29.2% Central (7)

Regional Representation

Focus Groups

Q: What structures and supports need to be in place to promote a culture of innovation?

Addressing staff fears, misconceptions, and resistance

Transparency

Leadership open to change and championing implementation

Culture to expect change and take risks

Enthusiasm across departments

Understanding of value and benefits

Focus Groups

Q: In the past, when your organization adopted a new management approach or new program what did not go well in implementation?

Lack of structure and planning

Staff turnover and shortages

Organizational resistance to change

Lack of staff buy-in

Lack of capacity

Attitudinal barriers

Focus Groups

Q: What training or professional development programs are needed to support long-term adoption, maintenance, and innovation in technology solutions?

Digital literacy

Repair and maintenance support

Assistive Technology training (what's available and how to get it)

Hands-on device training for DSPs

Culturally and linguistically competent training

Addressing fears and benefits for staff and families

$$R=MC^2$$

Readiness = Motivation x General Capacity

x Innovation-Specific Capacity

"Organizational readiness for an innovation is a function of these three components: (a) motivation, (b) general organizational capacity, and (c) innovation-specific capacities."

Scaccia JP, Cook BS, Lamont A, Wandersman A, Castellow J, Katz J, Beidas RS. A practical implementation science heuristic for organizational readiness: R = MC^2.
J Community Psychol. 2015 Apr;43(4):484-501. doi: 10.1002/jcop.21698. Epub 2015 Apr 13. PMID: 26668443; PMCID: PMC4676714.

"*Readiness for change requires both a willingness and capability to change. An organization filled with individuals that are energized psychologically about an impending innovation but are ill equipped to accomplish it is no more ready than one that is apathetic but well equipped.*"

Provider Readiness Assessment

PENNSYLVANIA
TECH ACCELERATOR

Provider Technology Solutions
Readiness Assessment

A self-administered evaluation for disability and aging
service providers in the Commonwealth of Pennsylvania

Made possible through the American Rescue Plan Act and project partners:

pennsylvania
DEPARTMENT OF HUMAN SERVICES | Office of Developmental Programs
Office of Long-Term Living

State of the States
In Intellectual and Developmental Disabilities

KU CENTER ON
DISABILITIES

Temple
University
College of Education
and Human Development

Institute on Disabilities

Content Sections

Subsections:

1. Organizational Culture
2. Implementation Vision
3. Organizational Resources and Capacity
4. Communication Strategy
5. Technology Innovation and Sustainability

Item Rating Scale

Assign a score to each statement indicating how true it is for your organization	O Not true; We have not considered this; I don't know	1 Slightly true; We have started to consider this	2 Largely true; We have developed guidance to implement this	3 True; We have started to implement this	4 Very true; We actively and consistently implement this

Example

Assign a score to each statement indicating how true it is for your organization	0	1	2	3	4
	Not true. We have not considered this; I don't know	Slightly true. We have started to consider this	Largely true. We have developed guidance to implement this	True. We have started to implement this	Very true. We actively and consistently implement this
Our organization has supportive technology goals.			2		
				Total Score:	2

Scorecard

Readiness Levels	Level 1	Level 2	Level 3	Level 4	Level 5	Place totals from Subsections
I. Organizational Culture (Max Score 44)	0 - 8	9 - 17	18 - 26	27 - 35	36 - 44	
II. Implementation Vision (Max Score 32)	0 – 4	5 - 11	12 - 18	19 - 25	26 - 32	
III. Organizational Resources and Capacity (Max Score 80)	0 - 16	17 - 32	33 - 48	49 - 64	65 - 80	
IV. Communication Strategy (Max Score 24)	0 - 5	6 – 9	10 - 14	15 - 19	20 - 24	
V. Technology Innovation and Sustainability (Max Score 44)	0 - 8	9 - 17	18 - 26	27 - 35	36 - 44	
Overall Total						

Overall Readiness Level	Level 1	Level 2	Level 3	Level 4	Level 5
Overall Total	0 - 41	46 - 86	91 - 132	137 - 178	183 - 224
Readiness Level:					

Recommendations

Levels 1 – 5

Checklist of recommendations of promising practices

| Level	Description	Recommendations
1	This stage of technology innovation maturity typically represents providers with little or no experience or awareness of supportive technologies. Generally, providers at this level will either not be using technology solutions for the people they support or will be starting to consider their applications.	At this level, your organization is getting started toward advancing a culture of innovation and providing access to technology solutions for the people you support. To improve your organization's readiness, consider the following suggestions: ☐ Examine the organization's strategic plan and consider how and why the advancement of technology solutions would be incorporated. ☐ Identify and cultivate potential leaders within the organization to spearhead the initiative by removing other duties to ensure adequate time and effort can be dedicated to the initiative. ☐ Identify promising practices and success stories from similar organizations to use as models when communicating the organizational priority toward adopting a culture of innovation and adoption of technology solutions for the people you support. ☐ Provide opportunities for staff to upskill and investigate applications of supportive technologies for the people they support. Make public the incentives and endorsement of staff in their commitment to the initiative. ☐ Explore opportunities to partner with other leader organizations across the Commonwealth. ☐ Develop a communications plan for community buy-in and myth busting.

Readiness Level Visual Tool

	Level 1	Level 2	Level 3	Level 4	Level 5
I. Organizational Culture					
II. Implementation Vision					
III. Organizational Resources and Capacity					
IV. Communication Strategy					
V. Technology Innovation and Sustainability					
Overall Readiness Level					

Provider Readiness Tool Utilization and Resources for Next Steps

- Reporting of tool utilization

- Technical assistance support
  - Communications and Capacity Building – Technology Solution Specialists
  - Impact measurements – Ex. *Technology needs, barriers, and access survey*
  - Capacity building – Case managers, family members, consumers, and DSPs
  - Organizational policy development
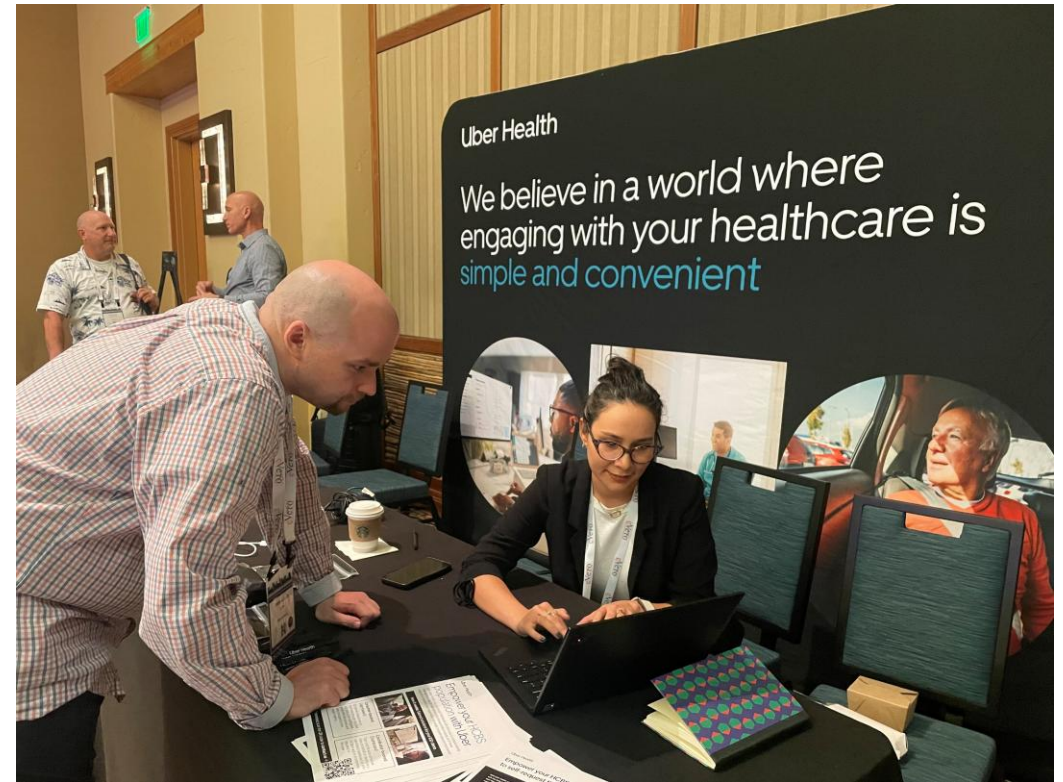
Questions?

Access the Provider Readiness Assessment here

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