



## Community Need

HCBS members have unique challenges and barriers to accessing new technologies that we are all expected to adopt including accessing doctor's portals, utilizing email and text messaging reminder systems for appointments, or receiving services through telehealth and telemedicine options.

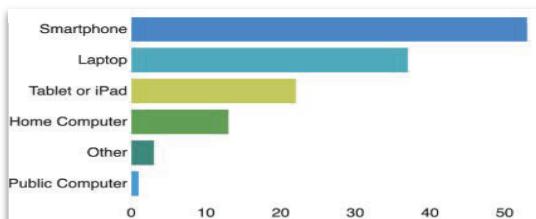


## Impact

\$12,000 in grant funding was provided to:

- Offer digital literacy training based on member learning preferences
- Conduct digital literacy train the trainer events
- Provide Apple iPads to training participants to pilot the training technology.

### What devices do you use most?



### How do you like to learn?



## Project Investment Category

### Invest in Tools and Technology

The Home and Community-Based Service (HCBS) system includes many complex technology tools. To adequately prepare for the future, these systems and tools need continual maintenance and updates. Maintaining these tools is integral to our providers' ability to provide care to our members. \$53M was invested in technological advancement that will support our members and their families who rely on systems to access services, seek resources, and evaluate provider quality.



## Going Forward

Members will continue to learn about technology through the train the trainer program - individuals who support members in the community can access and provide one-on-one training to members using the newly developed curriculum.



### Healthcare Access & Quality



### Universal Benefit



### Education Access & Quality