Guiding Principles for Technology First Wisconsin

Benefits to Individuals

[**Independence and Inclusion**] Everyone has the right to live in the community as independently as possible. Technology must be a support option considered to maximize independence in all aspects of an individual's life.

[**Person-Centered Approach**] A person-centered approach requires working with the individual, as a key decision-maker, to explore innovative technology options that help them meet life goals and dreams. A person-centered assessment should regularly explore existing solutions, identify new opportunities, and support modifications to the individual's plan.

[**Informed Choice and Dignity of Risk**] People can make decisions about supportive technology in their life based on their identified outcomes, preferences, and concerns. Technology should never be used as a substitute for human contact or result in more isolation than the individual desires. Informed choice preserves the dignity of risk, allowing room for learning and success while making mistakes safely.

[**Access and Equity**] Everyone has the right to fair and equitable access to supportive technology, including broadband access, which is essential to achieving and maintaining individual outcomes and life goals. Everyone should be assumed to have the capacity to learn, utilize, and benefit from technology.

[**Safety**] Supportive technology can result in improved physical and mental health outcomes and increased safety. Appropriate training will be administered to ensure the individual and their support team understand and can effectively and safely use technology.

[**Privacy**] People have the right to know and consent to what is being monitored and stored by technology solutions, as well as potential risks associated with sharing personal information.

Benefits to the Caregivers

[**Caregiver**] Supportive technology will create opportunities to increase the capacity of direct support professionals (DSP's), increasing access to needed services while strengthening Wisconsin's direct care workforce, along with supporting family caregivers and increasing the capacity of natural supports.

Benefits to the System

[**Cost Effectiveness**] Supportive technology maximizes community access, individual independence and improves long-term care outcomes. The use of supportive technology is good stewardship of funding resources.

Policy Framework for an Effective System

Technology first ensures that person-centered technology supports are a support option considered as a tool to maximize independence and inclusion. Key components to an effective system include **clear and consistent definitions**, making it easy for individuals and caregivers to understand and for funders to know what they are purchasing. Definitions must be broad enough to allow for evolving technology and should be based on best practices. Innovative technology must be **funded appropriately**, including installation, hardware, ongoing use costs, training investments, and repair. Any savings from implementation of technology should be reinvested to strengthen service quality and improve individual outcomes. **Education and training** are fundamental for choosing and integrating the most appropriate supportive technologies into individual care plans. Educational efforts must include sharing available options, how to use technology effectively and safely, and back-up and redundancy planning to mitigate risks. Proper technology planning includes a commitment to **ongoing quality assurance and oversight and consistent person-centered assessments** to assure technology supports are functioning, as intended. Identification of roles and responsibilities should be determined during the planning process to ensure quality and excellence.

The Guiding Principles for Technology First Wisconsin have been co-developed and are supported by the following organizations: