



OREGON DEPARTMENT OF
Human Services

GrandPad Expansion

Updated: March 23, 2026

What is a GrandPad?

- Designed specifically to help seniors overcome common physical and technical challenges that traditional mobile devices pose.
- Features powerful, front-facing speakers, large icons, and specially designed touchscreen.

Why GrandPad?

- The devices unique features and support help individuals who:
 - Experience isolation
 - Experience loneliness
 - Lack community and family engagement
- Helps remove telehealth barriers
- Communication with CMs

Why GrandPad? Music support feature

- Individuals who require cognitive support such as:
 - Memory issues
 - Challenging behaviors
 - Non-responsive
- GrandPads can be loaded with a custom playlist of songs
 - Songs from a meaningful time in the individual's life
 - For more information view [Oliver Sacks - Musicophilia - Alzheimer's/The Power of Music](#)

GrandPad eligibility

All are required to:

- 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 the home; and
- Can receive packages at their home address (not a P.O. Box)

GrandPad eligibility continued

Support Loneliness/Isolation:

- Has cognitive skills so that the participant will be able to operate GrandPad independently or with minimal assist; and
- At least one of the following:
 - Limited access to the community (for example, no adult day program available); or
 - Limited social engagement.

or

Music Support Feature:

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

How to submit a referral

- CM identifies an individual who could benefit from a GrandPad
- CM completes online referral form
 - The form can be completed with the individual in their home
 - CM receives notification referral was received
- Central Office reviews and approves referral
- All referrals are batch sent to GrandPad for the device to be sent out the start of the following month

Thank you

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Long Term Services and Supports at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.

Long Term Services and Supports
Aging and People with Disabilities



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