SHA Presents A Lunch & Learn Webinar: 
Technology and Remote Supports Strategies

April 22, 2020 – 12:00-1:00 PM EDT

Guest Speakers:

Jason Ray
President
SimplyHome

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Managing Member
At Home Technologies LLC
SimplyHome: Empowering Independence through Innovation
A National View of Enabling Technology

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A North Carolina and Wisconsin based company, committed to flexible, accessible and consumer centered supports that maximize independent living.

Our affiliated companies have been providing long-term care to the elderly and people with disabilities since 1989.

Over 15 years of experience in creating and implementing technology.

Multiple appearances on ABC’s Extreme Makeover – Home Edition.
Focus on Outcomes, not products
WHAT IS ENABLING TECHNOLOGY?
• Enabling Technology (ET) is the use of various forms of technology to support the independence of an individual where they live, work, and play. ET encompasses:
  • Remote Supports and in-home sensors – A system of support, inclusive of technology, that utilizes remote caregivers for support.
  • Assistive Technology – Any item that is used to increase, maintain, or improve the functional capabilities of an individual with disabilities.
  • Environmental Controls / Smart Home Technology – Lighting, HVAC, Audio/Visual, Video Doorbells, Smart Locks, Door controls, etc.
WHAT IS ENABLING TECHNOLOGY?

ET encompasses:

• Task prompting and sequencing – Customized applications to guide an individual to complete a task in their home or on the job

• Community navigation – Technology to help an individual successfully navigate in their community
Step 1: Support Activities of Daily Living

Step 2: Alert, Prompt, or Control

Step 3: Data & Trends
WHAT IS REMOTE SUPPORT?

Direct support that is provided in a remote capacity in conjunction with or utilizing various forms of enabling technology.
INDIVIDUAL TECHNOLOGY PROCESS

Person-centered assessment

Design the custom system

Activate the system & alerts

Live independently with support

Ongoing care and evaluation

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Examples of outcomes for community supported living
Agencies who invest in staff education and training report:

- Staff were more likely to engage in the application of tech as a natural support.
- Staff took greater ownership of the evolving corporate culture and support model.
- Greater consistency in organizational mission and programming practices.
- Staff understood the relevance of technology as one tool for support, not as a replacement for the direct support provided by staff.
- Staff moved towards becoming mentors, instructors, and support for each other.

**WHY SHOULD I PREPARE FOR TECH FIRST?**

“Where there’s a void in communication, negativity will fill it” – Jon Gordon

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**Tennessee Outcome – Provider Impact**

5 People supported - outcomes related to reduction in dependency on paid support:

- 365 combined staff hours/week reduction in paid support.
- Over 9 full time positions that can be reallocated to eliminate vacancies.
- $285,000/annual savings in staff wages for 5 people supported.

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Pennsylvania Outcome – Provider Impact

Qualitative Results
• Feelings of accomplishment and independence
• Increased Self Advocacy
• Minimal use of back plans since “Go Lives”

Quantitative Results
• System and monitoring costs vary, but ROI is reached in 5 to 8 weeks
• FTE’s are reduced by 1 to 1.5 per home
• Overall support staff has decreased
• Individuals are moving from Residential Services to Supported Living
Accreditation Levels:

- Individual Enabling Technology Certification levels for DSP’s, Tech Champions, and Executives
- Agency Technology First Certification
- Statewide Technology First Certification
- Technology Vendor Enabling Technology Certification

Accreditation Focus:

- ET Possibilities and Service Examples – A holistic approach
- Individual ET Assessments and how to integrate ET as a natural support
- Agency ET Plan development and Implementation
- ET sustainability for organizations and states – overcoming barriers
PROVIDER TECHNOLOGY FIRST PROCESS

Provider On-boarding & Assessment
Tech Champions and Education
Tech Plan Review & Implementation
Identify Individuals
Program Rollout

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COVID-19 CONCERNS

• How do we support individuals in their homes while adhering to guidelines of reduced exposure?
• How do we help to overcome staffing pressures, particularly while schools are closed?
• How can we implement technology supports rapidly, when we have not used technology supports before?
• Can technology be used in 24/7 staffed programs to help limit opportunities for exposure?
• Are there simple technology solutions that don’t require professional installation?
SIMPLE ENABLING TECHNOLOGY

Enabling Apps (see bridgingapps.org)

Smart Speakers

Nucleus Care

Video Doorbell

Medication Dispensers
COVID INSTALLATION CONSIDERATIONS

CLIENT CONSIDERATIONS

• Individuals should remain isolated in the home, or even vacate the home during an installation.
• Notify the installer or vendor if anyone in the home is currently experiencing symptoms or who has previously tested positive for COVID-19.
• Wipe down commonly touched surfaces such as door handles, countertops and faucets with an approved disinfectant.
• Have all interior doors where an installer may need access, already open prior to the start of the installation.

INSTALLER CONSIDERATIONS

• Verify that they have no symptoms, and that they have not experienced symptoms or tested positive for COVID-19 within the previous 14 days.
• Wear personal protective equipment at all times during the installation (mask, gloves, and shoe covers).
• Complete all necessary training virtually.
• Wash hands or use an approved hand sanitizer at the beginning of the installation at at least every hour during the installation.
• Adhere to any other state or local guidelines.
• COVID-19 Enabling Technology Strategy Guide
• Condensed Education Resources for staff, families, and support coordinators
• Research available funding options
  • FCC Telehealth Program
  • DDD Service Modifications
  • Free Internet Options
• Technology partnerships
Some requirements for services to be provided in person have been relaxed to enable remote supports. It is important that privacy is maintained. See the update dated April 15, 2020.

- Behavioral Supports
- Career Planning
- Cognitive Rehabilitation
- Community Based Supports
- Community Inclusion Services
- Day Habilitation
- Goods and Services (Classes)
- Individual Supports – Hourly
- Interpreter Services

- Natural Supports Training
- Occupational Therapy
- Physical Therapy
- Prevocational Training (Individual and Group)
- Speech, Language & Hearing Therapy
- Support Coordination
- Supported Employment (Individual)
- Support Brokerage
FCC Telehealth disbursement

$200 million dollars to health care providers to provide connected care to people in their homes or mobile locations

Online application process

Check out the FAQ section (a bit hidden but worth a look)

Hint: It’s in the information on filing an application section
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