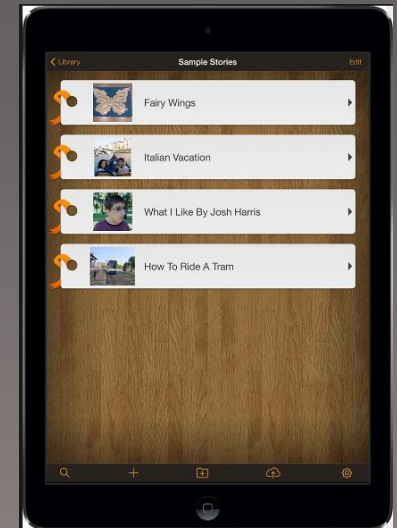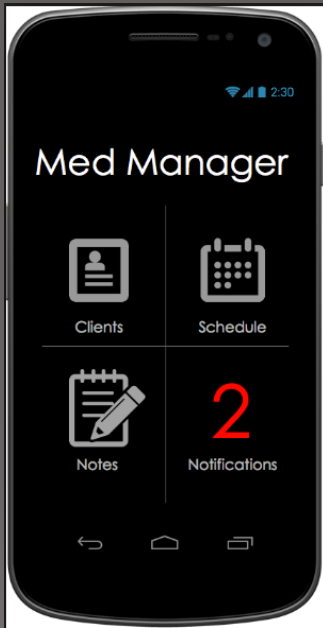# Providing Supports through Technologies

An Initiative of the South Dakota Department of Human Services, Division of Developmental Disabilities

Assistive Technology

Any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

Simple Solutions

Embracing the Potential for Technology

- Division of Developmental Disabilities is supporting the use of technology supports in partnership with Community Support Providers (CSPs).
  - Create a framework to offer providers flexibility to reallocate staffing resources while increasing focus on participant autonomy, community integration and outcomes.

Initial Proposals-2015

- DDD sought proposals from CSPs outlining how the use of technology would be implemented.

  - Four CSPs were selected to participate.
  - State provided initial funding for technology devices and other upfront costs.
  - One year pilot officially kicked-off in January 2016.

Black Hills Works (Rapid City)

- 2 technology pilots
  - Implement Rest Assured remote supervision technology
    - Three residential settings supporting a total of 15 people
    - Rest Assured: Dustin Wright, dwright@restassuredsystem.com

  - Using AbleLink WayFinder 3 travel technology
    - Reduce the reliance on paratransit and paid staff for 6 individuals
    - AbleLink: dan@ablelink.com

- BHW: Tammy Murner, tmurner@bhws.com

Community Connections, Inc. (Winner)

- Implement Sengistix remote supports and sensor technology in apartments where 6 individuals reside.

- CCI: Josie Meek, ccijmeek@gwtc.net or Rusty Arthur, ccirarth@gwtc.net
- Sengistix: Jake Olson, Jake.O@sengistix.com

SESDAC, Inc. (Vermillion)

- Implement GreatCall remote supports technology in a residence where four people reside.

- SESDAC: Rennae O'Connor, rennae.oconnor@sesdac.org or Gerry Tracy, gerry.tracy@sesdac.org
- Great Call: Karissa Torntore 952.400.7326

Valiant Living (Madison)

- 2 technology pilots
  - Implement remote supports in a residence where 6 individuals reside.
  - Implement sensor technology for 11 people supported in an apartment building to promote independence.

- Valiant Living: Karla Anderson. kanderson@valiantliving.org
- Sengistix:Sengistix: Jake Olson, Jake.O@sengistix.com

What Worked

- Having great success stories
- Rest Assured is awesome to work with and very accommodating
- Reassurance that we are on track
- Med minders are working well
- Five people had previously lived at SDDC, one person had lived in her own apartment but needed more medical support.
- There is active video monitoring in the home as well as sensors (oven, bed, motion detectors etc.)
- Overnight float has been able to provide any support needed
- Able to identify additional supports that can be provided during the day/evening for a particular person.
- Tech support people have been great to work with.
- Confidence has grown and ability has increased very well
- Seeing success w/ sensors in other locations as well helps people be able to stay in her own apartment during SNF recovery

What Didn't…

- Balancing the need to check in and provide the backup support vs. intruding and creating an annoyance
- Removing staff presence took longer than anticipated
- Identifying reinvestment of any realized cost savings was difficult for sites using technology for overnight hours-this is not when people are typically accessing the community
- Monitoring requirements added a significant workload to both CSP and DDD staff
- Full Personal Outcome Measures® (POM) interviews require staff resources
- POMs targeted to identify outcomes/supports for the use of technology proved to be awkward when not done in the context of a full POM interview.

Future Opportunities

- DDD supportive of funding start-up costs for providers to begin implementation of technology supports
- CSP is responsible for annual ongoing expenses related to technology
  - Formal written request outlining:
    - Organizational goal(s) for providing supports through technology;
    - Outcomes expected to be met as a result of providing supports through technology;
    - Process for determining who will participate in the pilot and how the CFCM for those people supported will be engaged in the determination;
    - Type of technology to be used;
    - Plan to draft new CSP policies and procedures and/or revise current policies and procedures for Use of Technology;
    - Information about the anticipated vendor(s), including vendor name(s) and qualifications. (A sub-contract is needed when HCBS services are to be performed by a third party.);
    - Budget containing expected expenses related to implementation of technology and anticipated cost savings post-implementation; and
    - Plan for reinvestment of cost savings identified in g. into person-centered, outcomes-based supports.

Required prior to Implementation

- Individual technology assessment
- Informed consent documents signed by participant and/or legal representative
- If the participant(s) will be utilizing remote support technology, a review of the participant's supervision requirements and the purpose of technology in meeting those requirements
- Team agreement to implement technology
- Updated ISPs
- Human Rights Committee review and approval of each ISP
- Documentation of person-centered involvement in technology selection and training to use equipment
- Compliance with 46:11:04:05.01 Staff Orientation Training, as applicable to the technology being implemented

Targeted SMART Reviews

- Representative sample of participants supported by technology will be conducted quarterly in SMART.
  - Target Elements: **ISP, Safety, Preferences & Goals, ISP Monitoring, Assistive Technology**
- DDD Technology Committee review SMART reports every 6 months

Onsite visits and POMs Interviews

- CSP Program Specialist, or other DDD staff, tour technology settings and visit with pilot participants, as possible, when onsite for another scheduled purpose.

- CSP will arrange for a certified POMs interview to be completed with each person supported by technology. POM interview will be completed after the technology has been in place for at least one quarter.
  - For original technology pilot sites, the POM interview must only be completed with new people supported by technology.

CSP Submission of Data

- CSP will submit two written reports of performance data including the following components. Reports will be submitted 6 months and 12 months post-implementation.
  - Identification of individual incidents related to the use of technology, identification of trends related to the technology pilot, and steps the provider taken to remediate incidents and/or trends;
  - Organizational impact – including but not limited to an analysis of costs prior to and after utilization of technology and successes and/or challenges encountered through technology use for participants as well as the organization.
  - Reinvestment – detail how provider has reinvested any costs savings identified into community supports and integration;
  - POMs data for POMs interviews conducted.

Next Steps

- Analysis of data collected thus far related to successes and challenges, cost savings realized, and Personal Outcome Measures® data
- Implement technology supports at additional CSPs/sites in FY18.
- Research implementation approaches, fee structures, and parameters of technology use in other states
- Identify options for incorporating technology system-wide through the waiver or other Title XIX authority.
- Consider technology options in CHOICES waiver renewal.

Thank You!

Technology Committee Members:

- Julie Hand, Assistant Director Julie.Hand@state.sd.us
- Colin Hutchison, Waiver Administrator
- Dona Deal, Resource Coordinator
- Sam Hynes, Office of Community Living
- Jennifer Larson, Office of Community Living
- Chelsea Lolley, Program Specialist/Resource Coordinator