

KEYSTONE
HUMAN SERVICES

KEYSTONEHUMANSERVICES.ORG

Imagine!

- Not-For Profit Established in 1963
- Boulder, Colorado
- Service Provider for I/DD
 - Early Intervention
 - Case Management
 - Vocational
 - Behavioral Health
 - Residential
 - Family Support
- 30 Million Annual Budget





**Bob and Judy
Charles SmartHome
Boulder, CO**



**Charles Family
SmartHome
Longmont, CO**

Imagine! SmartHomes – circa 2008

- Universal Interface - UMPC
- Environmental Control System
- Universal Design
- Cloud Based Communication - VOIP/E-Mail
- Devices RFID, IR and GPS Capable
- Teaching and Prompting Systems
- Family Information Systems



Strategic Process

- Systematic Approach for Incorporating Individual Technology
 - SmartHomes
 - Remote Monitoring
 - Technology Included into Individual Services and Supports
 - Research and Development
 - BYOD
 - Mobile Collaboration tools
 - GIG Economy/Technology
 - Creating New Services
 - Community Models





OCT 18 2013



Product

$$\left(\frac{10}{\epsilon}\right)$$

Company Creative

$$\left(\epsilon^2 \frac{2}{3} \frac{7}{2}\right)$$

$$f(\epsilon \sqrt{7})$$

$$\frac{10}{100} \epsilon$$

$$(10, 11) \{3 \epsilon\}$$

$$\epsilon + \sqrt{2} a$$

$$SPK \frac{1}{2} 372 a^c H$$

$$a^{12} (c)$$

$$\epsilon (-H)$$

$$\begin{matrix} 1 & 3 \\ \epsilon & 2 \end{matrix}$$

Keystone Human Services



- Multi-State Organization
- \$180 Million Annual Budget
- Multiple Service Lines
- Complex Organizational Hierarchy
- Geographically Diverse





THE IMPORTANCE OF STRATEGIES

ALL COMPANIES NEED A STRATEGY SO THE EMPLOYEES WILL KNOW WHAT THEY DON'T DO.





Enterprise
Applications

**Strategic
Planning**

Assistive
Technologies

Remote
Monitoring

Importance of Strategic Planning

- Forces you to determine the future of the company in terms of measurable results
- Ensures the company maintains a strategic focus
- Allows time for contemplation and reflection
- Prioritizes the issues that must be addressed to achieve the goals

Importance of Strategic Planning

- Guides effective decision-making and validates allocation of time for managers and employees
- Allows you to anticipate the *right* opportunities
- Provides a tool for monitoring progress
- Creates a means of communication for the entire company



KEEP
IT
SIMPLE

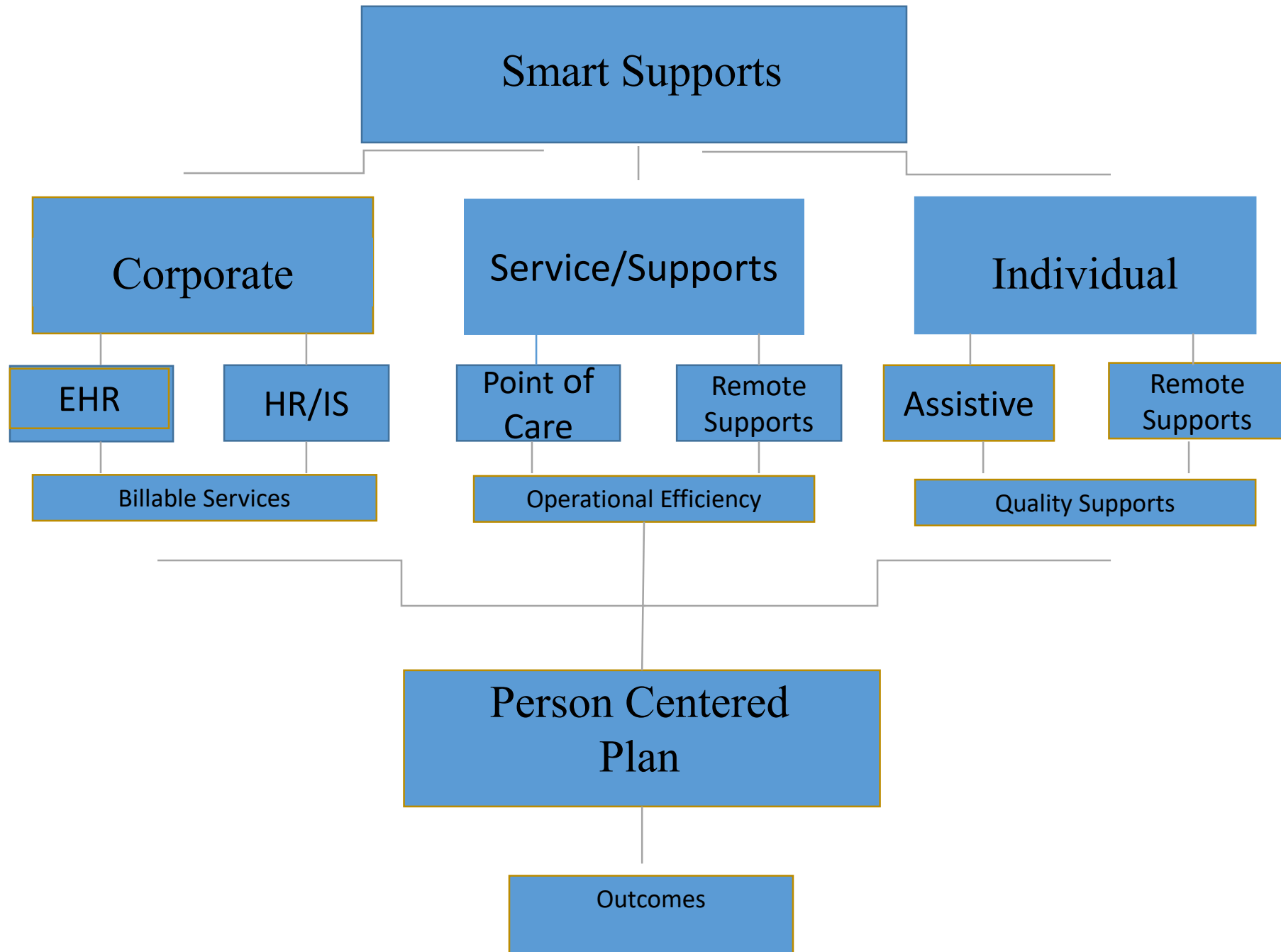
return

control

Why Technology

- Empowers Independence
- Monitor daily routine and activities
- Allows staff/caregiver to be proactive
- Individualized based on persons needs
- Cost effective
- Proactive about safety and health
- Gives peace of mind





Strategic Goal



By 6/1/2020 Keystone will, in collaboration with individuals, their families, friends and team members, complete a Person-Centered Plan (PCP) for all individuals who accept ID services and supports. Using the PCP process, strategies will be developed to improve the individual's behavioral and physical health (Healthy Life Style), support them in being safe (Risk Mitigation), support them to work (Productive Contributing Member of Society) and effectively communicate. The use of available technology, including remote monitoring, cell phones and other augmentative devices, will be considered to support the individual in being as independent as possible.

Person-Centered Planning - Education

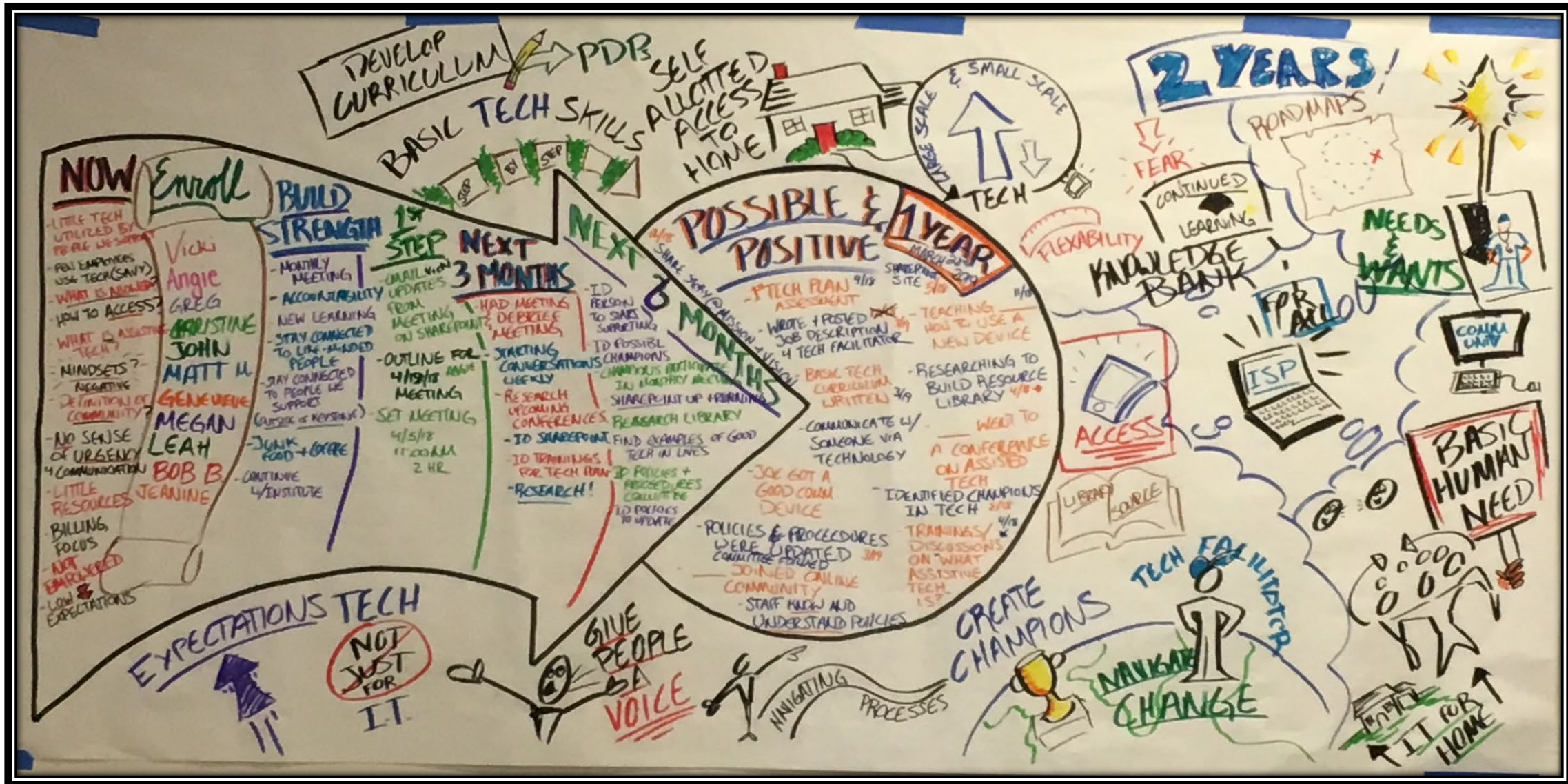
- All Supervisors will participate in Person-Centered Planning (Facilitators) education.
 - Program Supervisors will receive training on conducting and developing a Person-Centered Plan.
 - Program Supervisors will provide DSPs with ongoing training on encouraging and supporting each individual in services to fulfill goals as documented in Person-Centered Plans.
 - All Clinical and Management staff will receive training in Employment First values, their role in supporting people to work, the use and available technology and the development of individualized communication plans.

Person-Centered Planning – Technology



- All individuals accepting Keystone Services will be provided access to technology that will increase/expand self-direction, choice and independence.
- Employees with an interest in technology will be identified to be champions, or lead the charge, in identifying emerging technology, bringing expertise to the organization, assessment, and access to technology that will improve the individual's ability to communicate and increase their self-reliance, confidence and independence.

PATH PLANNING FOR ASSISTIVE TECHNOLOGY



Person-Centered Planning – Remote Supports



- Individuals accepting services will be evaluated as part of the PCP process for Remote Supporting Technologies to increase self-reliance, community safety and self-direction.
- Operational Process
 - Create Purpose Statement for Technology Use
 - Create Team Review Form/Meeting Format
 - Create ISP Statement/Outcome for Remote Monitoring
 - Create Roll Out Plan Template
 - Create Consent Form
 - Identify Locations for Implementation

Person Centered Supports – Remote Supports

- Initial meeting to discuss purpose and benefits of remote supports
- Conduct cost benefit analysis
- Obtain consent from the individual to pursue remote supports
- Team review meeting to discuss the individual's unique needs for support when considering remote technology
- Attend an intake meeting with the technology vendor that will design the remote supports system
- Creation of an implementation plan to begin once the technology is installed (to include the phasing out of staff during the overnight periods)
- Go live with the remote support system without direct staff supervision
- Weekly meetings with the team to discuss any comments or concerns after the Go Live date
- Quarterly discussions thereafter to discuss the status of using the remote supports system

Person-Centered Planning- Employment



- All individuals accepting Keystone Services will be provided the opportunity to be employed.
- Program Supervisors will complete an annual assessment for all individuals which identifies employment interests, employment strengths, employment barriers (and means to overcome them), and individual communication support needs.
- Program Supervisors will develop individual plans that identify assistive technologies to support individuals at work and in the community.

Build Skills within Keystone

- Develop Technology training
 - Relias
 - Training videos
 - Technology champions
 - IS Department
- Resource library
 - Research available technology
 - Ways to access technology – funding, etc.
- Technology Consultants
- Create Technology Champions

PCP/IP Process

Person Centered Planning Training

Assessment

Employment & Technology sections to be enhanced

ID Director, ACD, & other team members meet with SCO

Data reviewed at team meetings (quarterly)

Monthly & Quarterly reports to incorporate progress toward PCP goals/objectives

Monthly and Quarterly review of progress

Person Centered Planning occurs at Annual IP meeting using a PCP Tool –PATH, MAPS, LifeCourse Frameworks

Outcomes Chosen by the individual

Outcomes transformed into measurable goals & objectives with specific timelines

Continuous Data Collection on outcomes in Daily notes

IP –Written by SC and entered into HCSIS

Provider Implementation Plan Individual outcomes developed

- Employment goals
- Healthy Lifestyle plan goals,
- Technology goals

Becoming a *Technology First* Provider

- Develop an Organizational Culture
 - Technology for EVERYONE we support
 - Technology as a human right
 - Technology for cultural integration
 - Technology to help people navigate their disabilities
 - Expectation of creativity
 - Building a diversity of skills

Becoming a *Technology First* Provider

- Technology policies and procedures
 - Committee to update policies and procedures
 - Adapt and review for currency and relevancy
 - Communicate policies and procedures
- Encourage the use of technology
 - Eliminate fear by building skills
 - Set higher expectations
 - Develop competent and confident technology users
 - Provide support and guidance



Performance Management

- Directors will have Performance Goals Related to Strategic Goal
 - Number of Individuals who have a Person-Centered Plan
 - Number of Individuals Employed
 - Number of Individuals with Assistive Technology
 - Number of Individuals with Remote Supports
- Communication and Marketing
 - Parents and Families
 - Support Coordinating Agencies
- Human Resources
 - Employment Applications
 - Job Descriptions

Positive and Possible

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Keystone Human Services

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