KEYSTONE

HUMAN SERVICES

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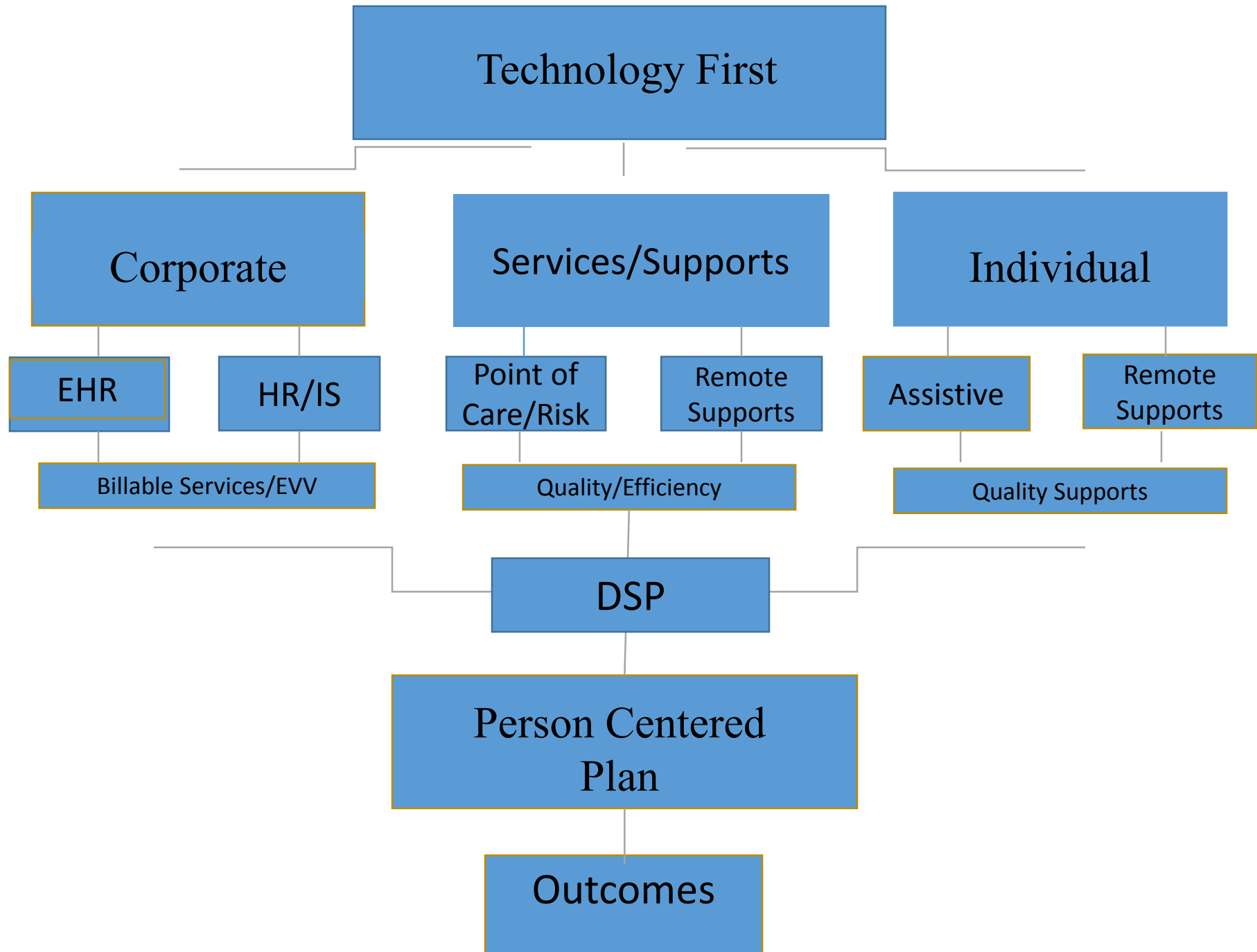
"All things being equal, the simplest solution tends to be the best one."

William of Ockham
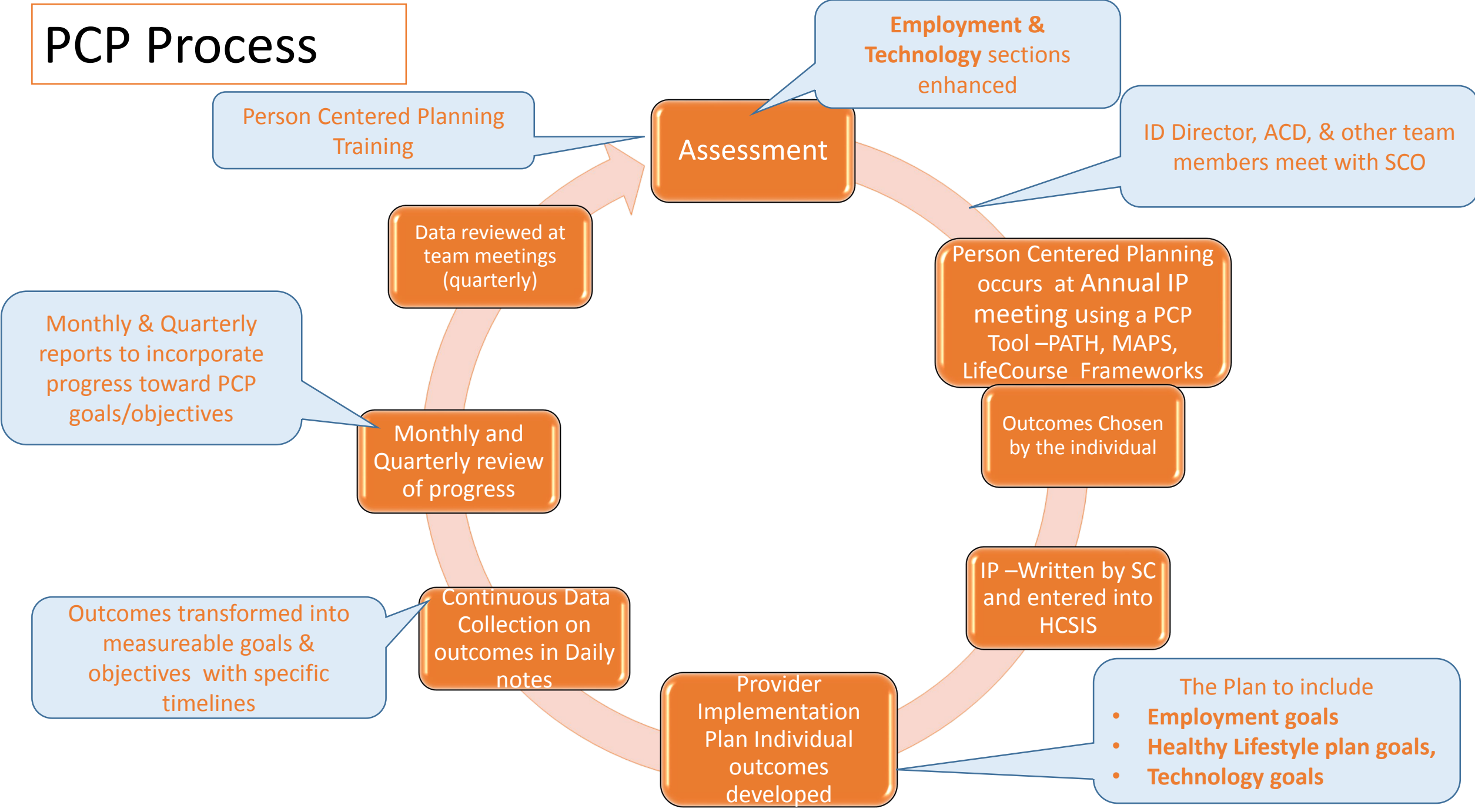
Strategic Goal

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 to effectively communicate. The use of available technology, including remote monitoring, cell phones and other assistive devices, will be considered to support the individual in being as independent as possible.

PCP Process

Employment & Technology sections enhanced

Person Centered Planning Training

Assessment

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

Data reviewed at team meetings (quarterly)

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

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

Monthly and Quarterly review of progress

Outcomes Chosen by the individual

Outcomes transformed into measureable 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

The Plan to include
- **Employment goals**
- **Healthy Lifestyle plan goals,**
- **Technology goals**

Adding Technology to the Assessment

- Risk
  - Personal Emergency Response System (PERS)
  - Home Security – Ring Doorbell
- Home
  - Stove Shut Off
  - Water
- Activities of Daily Living
  - Prompting Systems
  - Alexa/Google Home
  - Medication Administration
- Communication
  - Assistive Devices

Adding Technology Outcomes to the ISP

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Is assistive technology used to support this Individual's communication?	◉ Yes ○ No

Please refer to their Communication Support Plan for more details.

How is assistive technology to be incorporated in this Individual's Person-Centered Plan?

Describe how Assistive Technology will increase independence and change the amount of support provided to the individual.

[text box]

Max: 4000 characters.

Plan for implementation of assistive technology:

Describe how the Assistive Technology will be implemented and what training will occur. Identify the timeframes for education and implementation. Identify the lead person in this process.

[text box]

Max: 4000 characters.

Domains of Desired Outcomes:

☐ Independent Living   ☐ Community Involvement   ☐ Behavioral/Emotional Health

☐ Health   ☐ Interpersonal Relationships   ☐ Other

☑ Employment

Employment:

☐ Career Fit/Interests   ☑ Learning Job Tasks   ☐ Skill Acquisition/Mastery

☐ Finishing Work Accurately   ☐ Managing Relationships at Work   ☐ Other

☐ Finishing Work On-Time   ☐ Managing Stress at Work

Learning Job Tasks Technology/Apps:

☐ Simply Home   ☐ Smart Speaker/Home Assistant (Google Home, Alexa, etc.)   ☐ Tablet/iPad

☐ Smart Phone   ☐ Other Tech/App

☐ Smart Watch

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Subject: Cool Alexa Story

Hi Greg: I was meeting with CS Brandy this morning. We were talking about a lady at Fern Ln who had a number of I to I's for verbal abuse. Apparently she would ask her roommate questions like "what is the weather going to be like today". When the roommate did not know she would become verbally abusive. So Brandy tells me this morning that the verbal abuse has not been an issue because the individual now asks Alexa the question and she gets an answer. Now who would have thought Alexa could be a behavioral intervention! I just wanted to recognize the cool intervention the team was able to make happen by using the Alexa in the home. Chuck: I also told Wendy that this would be something to talk about at the next Division Meeting for "Mission". Great Job to the Fern Lane Team!

Assistive Technology Plan

Does this Individual have an Assistive Technology Plan?	◉ Yes ○ No
Is assistive technology used to support this Individual's communication?	○ Yes ◉ No
How is assistive technology to be incorporated in this Individual's Person-Centered Plan?	Describe how Assistive Technology will increase independence and change the amount of support provided to the individual. Charlie uses Simply Home devices in his home to help him live more independently.
Plan for implementation of assistive technology:	Describe how the Assistive Technology will be implemented and what training will occur. Identify the timeframes for education and implementation. Identify the lead person in this process. Charlie has door alerts, a stove alert, fire sensors/bed shaker, and flashing lights to indicate where the problem is located.

Domains of Desired Outcomes:	■ Independent Living	☐ Community Involvement	☐ Behavioral/Emotional Health
	☐ Health	☐ Interpersonal Relationships	☐ Other
	☐ Employment		

Independent Living:	☐ Budgeting/Money Management	☐ Household Tasks	☐ Shopping
	☐ Completing Tasks	☐ Increased Alone Time at Home	■ Other
	☐ Following Instruction	☐ Increased Alone Time in the Community	

Other Independent Living Outcome:	safety

Other Independent Living Outcome Technology/Apps:	■ Simply Home	☐ Smart Speaker/Home Assistant (Google Home, Alexa, etc.)	☐ Tablet/iPad
	☐ Smart Phone		☐ Other Tech/App
		☐ Smart Watch	

What is Remote Supports Technology?

➢ The use of technology and equipment to oversee, monitor, and supervise someone who receives services, without direct, on-site staff support.

➢ It is a system to keep people safe while increasing independence.

➢ May include the use of alarms, sensors, mobile devices, call systems, etc.

➢ *We are not including video monitoring, though that is utilized in some states, with many safeguards and justifications needed.

What is Remote Supports Technology?

➢ May also include:

   ➢ Medication Administration devices

   ➢ Individual-worn sensors (such as those that would detect medical conditions, etc.)

   ➢ Appliance sensors (such as refrigerator doors, stove/oven operation)

   ➢ External entryway cameras/intercoms

Strawbridge Home

- Joe lives in a one-person home

- Strawbridge Right and Left are one ranch home that is set up as two separate units. They have one adjoining door.

- Joe has recently become self-administering with his medications and has expressed interest in increasing his level of independence

- Joe has been served by Keystone since he was a child in our Children's Services

- Given Joe's recent progress and desire for more independence, he was asked to be the first person to trial the SimplyHome system

Strawbridge Home

- Timeline:
  - December 2018 – Conducted Intake with SimplyHome and received a quote for the system build
  - January 2019 – Completed System's Rules, IS upgrades, trained Strawbridge Left Staff on Joe's plans
    - System Rules:
      - Active from 11:00 p.m. to 7:00 a.m.
      - Alerts ring to the house phone in Strawbridge Left
      - Program Supervisor and Director receive text message alerts
  - February 2019 – Installed and tested system (realized a sensor for the basement was missing)
  - March 2019 – Installed missing sensor and retested the system

Strawbridge Right Home

- Timeline cont.:
  - April 1, 2019 – Go Live
  - April 2, 2019 – Joe decided that he didn't want the main room motion sensor sending alerts, disconnected on April 3, 2019
  - April 2, 2019 – Joe used his alert pendant to notify staff that he has a headache, staff responded via phone to him from Strawbridge Left and supported him through the situation
  - May 15, 2019 – Joe decided that he no longer wants staff support coming in at 7:00 a.m., rather he wants it at 8:30 a.m.
  - May 16, 2019 – System's Rules changed to 11:00 p.m. to 8:30 a.m.
  - May 30, 2019 – Joe increased his alone time to 10:00 p.m. to 8:30 a.m. System's Rules changed.

Strawbridge Home

- Qualitative Results:
  - Joe reports a feeling of accomplishment and independence in his life
  - Joe has only utilized the staff next door twice since April 1, 2019
  - Joe is willing to present at the PAR Conference in October 2019
  - Joe hosted a delegation from Partnerships for People on June 4, 2019
  - Joe is now self-advocating his desires versus his family's desires

Strawbridge Right Home

Strawbridge Right Home

- By the numbers:
  - Cost of the SimplyHome system - $2,200 initial, $65 per month afterwards
  - Sleep staff hours saved – 1300 (as of September 1, 2019)
  - Sleep pay hours saved - $9,925
  - ROI reached after 5 weeks of use.

Operational Goal

All individuals receiving Supported Living Services will have remote monitoring (supports) included as part of the service.

➢ Roll-Out Guide

➢ Initiated through the PCP planning process

➢ Included Independent Living Technology Evaluation and Risk Mitigation Guide

➢ Participant Consent

➢ Intake Process

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
  - 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

System Changes – Opportunity?

- Electronic Visit Verification (EVV)
  - Mobile Device – Staff Efficiencies
  - BYOD
- Health Risk Screening Tool (HRST)
  - Point of Care
  - DSP Support
- ODP's initiatives
  - Supported Living
  - Life Sharing
- Final Rule
  - CPS Transitions

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