

Provider Support Committee (PSC)

Minutes and Resources

PSC Minutes

Date: 17 August 2021

Time: 1:00 p.m. – 3:00 p.m.

Providers in Attendance:

Rolling Hills Creative Living, RHCL of Missouri

Technology First and Universal Design

Chariton Valley Association

Community Supports Network

Southwest Missouri Residential

SB40 Life

Title of Session: Technology for Remote Support

Introduction:

- Presented by Chariton Valley Association
 - Pam Shannon, Mike Harman & Linda Bowers

Technology First:

- Assistive Technology and Universal Design
 - Holly Reif & Shelly Brown
 - Jason Elmore
- Why – to improve service utilization
- EAA is an underutilized service statewide
- We are a technology first state so we should be looking at this more as a service for our individuals
- We want to improve our service capacity – by onboarding new providers
- Next steps to provide this service:
 - Provide training, manual and resources
 - Provide technical assistance
 - Tracking benchmarks for more data
- How will we meet this?
 - Installing equipment
 - Modifying homes to meet individuals needs
- Providers and services
 - Medical and medication supports
 - Application tasks
 - Rolling Hills and Chariton Valley working on their accreditation system to become EAA for our individuals
- Station MD – there has been a huge amount of support from this service, this will become part of the wavier services
- Goals
 - Training: working with MO Housing
 - Updating websites, make more user friendly

- Feb of 2022 there will be a Technology Summit: Please look out for his
 - Compared to The Tech Fest:
 - Will be doing a poster board session(s) (success boards)
 - Will be in a virtual setting

Success Stories by Chariton Valley Association:

- Success Story
 - Chariton Valley Early Tech Adopters – showed two promotional videos
 - Video was done by MO Housing – individuals that used EAA and their stories
 - 1st Video:
 - Used Night Owl services: this is a security system
 - It was scary at first for him and his team, he was nervous about being by himself
 - Started with needing a lot of support to very little support and being more independent over time
 - 2nd Video
 - Combining remote services with ISL setting
 - Also used Night Owl: 9p.m. – 7a.m.
 - He loved walking at night and going outside
 - There were a few bumps at the beginning, team had to adapt the system to meet his schedule and needs
 - He really likes the Night Owl
 -
- 10% had to go through this training: entry level to upper levels can take approximately 3-6 months, depending on what level of technology they want/need (I think I understood this correctly)
- Professional and administration completed the training: so the training would be agency wide, for all workers no matter the position.
- Who's on the Team, Timeline, Barriers, Lessons Learned, Impact, etc.
 - Started with CEO Terry: when he went to a conviction and sat at the table with Rest Assure and Night Owl, then he invited them to give a presentation for his agency because he recognized a need
 - He started this with a couple individuals that had sleep staff during the night
 - Staff member, lead, guardian, SC, etc. were involved with this decision and process
 - Everyone needed to be in agreement and be on the same page
 - Needed to put together a meeting to explain how this would work and see if team was interested in this service
 - Started this in the ISL home, to see if this would work out first
 - Started with a lot of check ins, every 2 hours
 - Took about 1.5 months before individual didn't need any staff
 - Agency already had an on call system but had to add this on call for these individuals trying the remote monitoring so if an issue came up, they could be available to assist
 - Had to learn how far from the home the staff lived, to make sure they could make it on time
 - Just in case they were needed for assistance
 - Agency impact: COVID and shortage of staffing, this has helped with this pandemic related issues, reallocate staff within the agency
 - Decrease in two weeks and two hours
 - Team would get together as a team every two week to update the plan to work out the barriers they came across

- Staff would rotate out the on call so staff aren't getting burned out either
- The agency loved the success they were seeing and wanted to offer this service to more individuals within their agency
- Technology items:
 - Cell phones and readers to take to grocery store
 - Rating with camera
 - Alexa
 - Med planners: Phillips is what they use, load medications into the planner, has a time to set, red button will alert, push a button then will release
 - Has to go through very specific steps and training first for staff and individual
- This agency covers SPRO, CMRO KIRO, Northwest, KC, Lake Area
- Has other services they offer too
 - Host homes ISL, employment services and more
- Agency goal is to reach 30% of individuals they serve use remote supports
 - Right now they are at 25%

Assessments for Remote Services, Kathleen Deppler:

- Put everyone in break out groups:
 - Think of someone we support then work on the assessment in the link below:
 - <https://dmh.mo.gov/media/pdf/assessment-remote-support-services>

Notes from the break out rooms:

- Group shared with larger group what was discussed in break out rooms:
 - Realizing it really takes a team of people to help with the assessment questions: to approach it with a team collaboration
 - Individualized form: how to address for a wide range of people
 - Who will be monitoring this form
 - Ways we can make sure people are involved with this
 - How do we know where to start
 - What's important
 - How to build a plan early on to be proactive
 - Housemates will have access: will the entire house get the benefit of this service
 - Good assessment, good supplement to ISP to see if remote supports is a possibility
 - Is an agency open to begin these conversations: planning team
 - Agency readiness tool

Next Activity:

- General policy: agency level policy to ensure everyone in the agency has the ability to access this technology and service to build their independence and success
 - Should be part of their ISP outcome: use this assessment with planning team
 - Go through the assessment at these yearly meetings
 - During transition planning adding this assessment: for those moving from natural home setting: or those moving closer to family and want to live on their own
 - Assistive technology: other agencies are using this, promoting education for our providers/families
 - Educating our families: keep the individuals in the home longer or while waiting for a residential setting

- More education for TCM/SC: they need training on assistive technology, how to share this with families their policies and procedures
- DMH DD needs policy and training
- Tier 2 may need more training: for the transition calls, providing more education to the RPC's
- Part of the intake process
 - Do the assessment at this time
- Developing data indicators
- Identify education, training: to individuals and guardians
- Setting up semiannual assessment: so it is not ruled out completely
- Identifies the needs: that would tell us what needs need to be utilized
- Cover who, what, when, why and how
- When things change, improvements etc.
- Med support, how to ween someone off of this
- Working with additional provider: relationship, communication
- Due process – come up with a plan to fad out the restrictions
- The right to effective treatment and personal liberties
- Frequency of evaluation
- Great idea to ask SCs and TCMs to assess possibility/needs for remote supports/tech
- least restrictive
- add to assest: education opportunity
- Success Stories are so powerful and will be so beneficial to our individuals so share stories with other individuals

Resources

- Video's
 - <https://www.youtube.com/watch?v=wUEZqil5CCc>
 - <https://www.youtube.com/watch?v=QjI08ROzd-s>

Next Session:

- 7 September 2021 @ 9:00 a.m. – Topic: Data Analysis
- 21 September 2021 @ 1:00 p.m. – Topic: Ethics and Collaboration