Smart Support
Technology Enabled Services

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Essex County

Inspiring Possibilities

The Case for Change

1

Our community is changing

It is now assumed that agencies will form collaborative community and cross-sector partnerships to achieve desired outcomes for people and families.

2

The technology we use is changing

Moving beyond the status quo to develop new and improved supports that are both effective and efficient is today's standard in developmental services.

3

The way we provide supports is changing

People with developmental disabilities and their families want choice and flexibility in housing, respite/breaks, learning opportunities, and employment options.

4

The funding provided for purchasing supports is changing

People and families are receiving government funds to purchase services directly from agencies, creating a competitive market economy.

5

The services families are looking for is changing

There is now a growing expectation that the purchasers of service, people and families, will co-design the supports they purchase.

To be successful in the future, we need change.

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Redesign our business model

Engage people and their families

Actively design innovative supports

Lead the modernization movement

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Culture Shift

Ask…

HOW MIGHT WE?

FORWARD FOCUS MARKETING

Purpose Statement: To establish contemporary communication and marketing strategies that reach all audiences, including potential customers and partners, to raise awareness of the Agency's services and to support sustainable revenue generation goals.

CENTRAL 33 LEAMINGTON HUB

Purpose Statement: To foster greater collaboration across multiple organizations, in order to improve response to families and people looking for supports and services, through shared space and improved access to clear and meaningful information.

MY SUPPORT LINK

Purpose Statement: To be an innovative web-based application for people with intellectual disabilities and their families to easily connect with one another, and to share resources and access: a) affordable and flexible supports, including creative living, respite/short break and inclusive community participation, b) qualified and reliable support workers, and c) social and educational information.

SELECT A BREAK

Purpose Statement: To develop and provide 'Right Fit Respite Options' that are affordable, flexible and reflect sensitivity to individual and family needs.

THE RIGHT SUPPORT IN MY HOME

Purpose Statement: To develop a full range of community residential support options which provide the right level of support to promote independence, self-determination, community involvement and contribution for adults with intellectual disabilities.

The Right Support in MY Home Pilot

Right Support developed a range of flexible options to provide the right support at the right time.

- **5** people have successfully moved from 24 hour small group living to a home of their own

- **2** complex young men transitioned from 24 hour Children's services to a home of their own using technology to enhance supports

- **3** people have moved to a new home to enhance self-determination – just in time support rather than just in case

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Smart Support Steering Committee

Embracing Technology Across the Agency

425 Devices
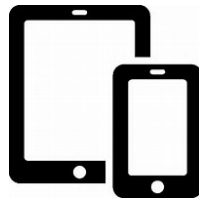
ShareVision
Person-Centered Database

Video Conferencing

Skype for Business

BlueJeans

E-files

Social Media

Our Training Room

MyCommunityHub
MY TIME. MY ACTIVITIES. MY CHOICE.

1489 page likes

735 followers

388 followers

197 followers

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Technology Compliments Support

- Direct support is enhanced with the use

  of technology

- Support when needed, not "just in case"

- Engages natural support networks

- Personal outcomes focused

- Ethical considerations for appropriate

  technology use

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Ethical Use of Technology

- Simply because something is technically possible doesn't mean it will be considered

- The use of technology to compliment supports will be a personal choice and requires full consent of each person supported

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Comprehensive Planning Process

- Understanding the vision/goals

- Using tools of assessment:

  ➢ Home Alone

  ➢ Skills Inventory

- Facilitated planning discussion

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Comprehensive Planning Process
Understanding the Vision

Comprehensive Planning Process

Home Alone Assessment

- Assessment was developed to measure home alone skills

- Looks at a variety of different skills that are necessary to safely stay home alone

- Topics include:
  - How to stay safe at home
  - What to do in an emergency
  - Possible dangers in the home
  - Going out alone
  - Respecting boundaries when home alone

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Comprehensive Planning Process

PPCO Discussion

- Pluses, Potentials, Concerns, Outcomes/Overcome Concerns

- PPCO tool takes a positive approach to idea evaluation

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Comprehensive Planning Process

Creating a Plan

- Collaboration

- Ideate, plan, try, revise

- Explore technology

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https://youtu.be/YGr29_ZCLmY

Technology in Use Through the Smart Support Project

Technology Systems

- Security One

  - Using sensors to monitor activity in a home

- Environmental controls

  - Personal control over the environment within a home using technology devices – examples: controlling lights/tv/doors using an application on a tablet
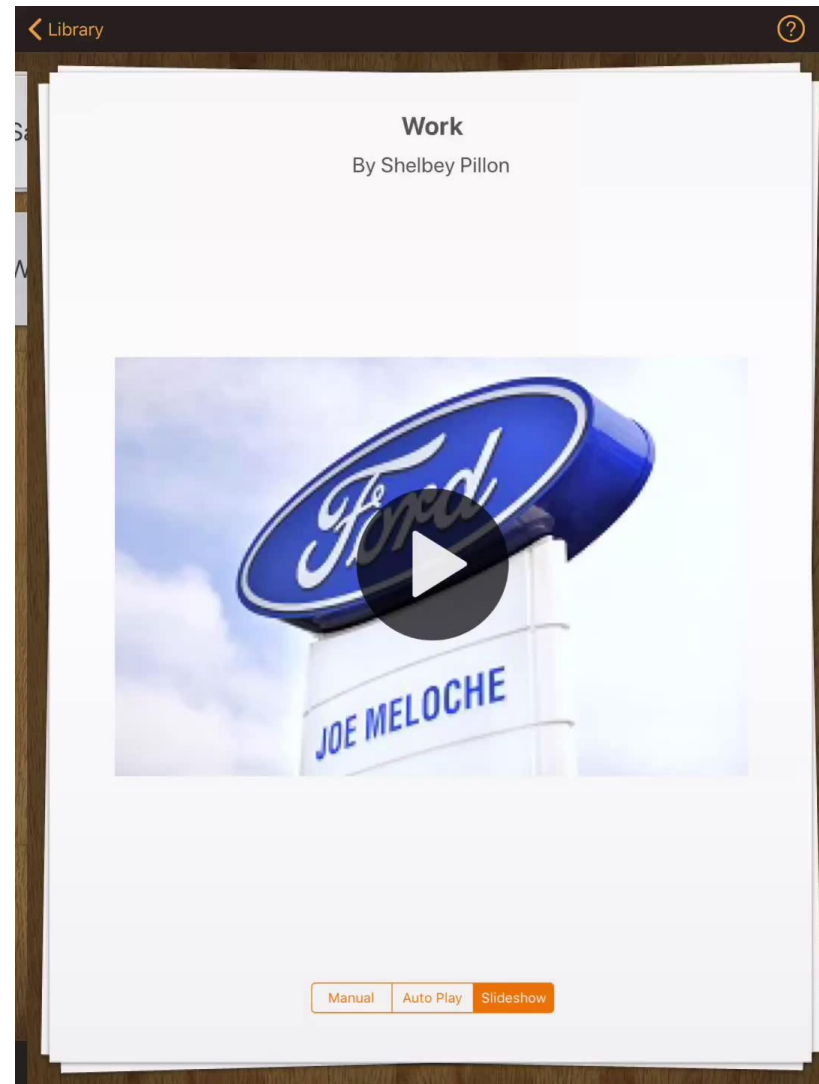
  - Research being done on available systems

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Technology Empowers People to Take Part in Every Aspect of Life
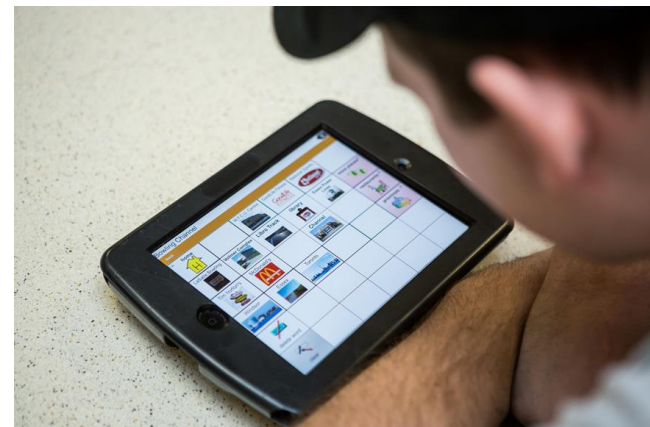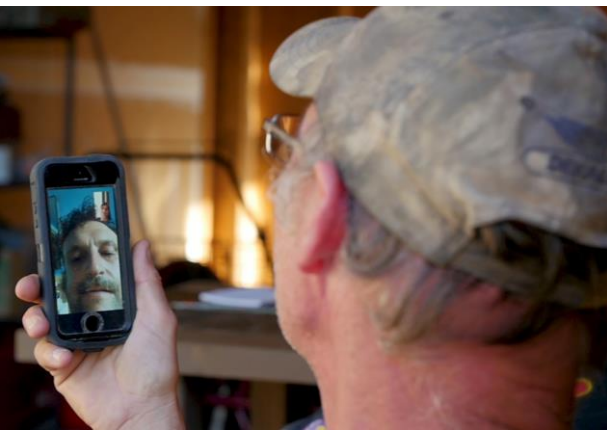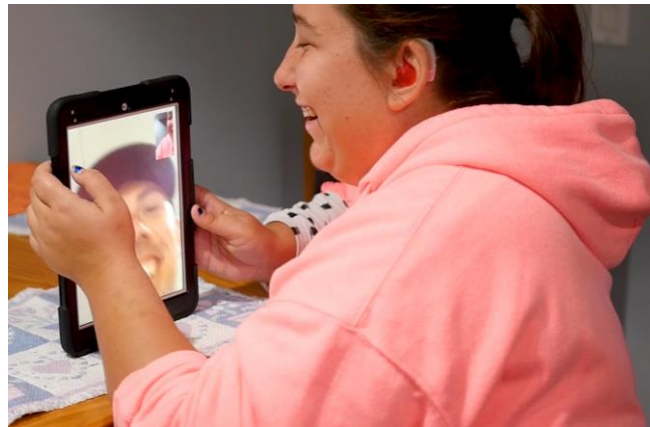
Apps in the Workplace

Increased Natural Support Networks

Nick's Story

•Recommendations were made for the use of an iPad to:

•Connect with support and family when he chose

•Use apps to enhance lifelong learning

•Use aps for entertainment

•Enhance well-being by further being able to express himself

Paul's Story

Community Wide Partnerships

U.S. Partnerships

Imagine!

Center For Independent Futures ®

SimplyHome

Tech Toolbox™

The Charles Lea Center
Enhancing Lives. Encouraging Dreams.

ability beyond

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Collaboration Continues

Next Steps

Questions