 

**Smart Support – Technology Enabled Services – Work plan**

**Purpose Statement:** Smart Support Technology Enabled Services will expand opportunities for independence and enhance quality of life for people requiring supports by equipping them with ‘right fit’ technology solutions that are customized to meet their needs and goals. Research conducted throughout the project, knowledge acquired and data collected will be used to develop a Best Practices guide and model for replication in a variety of support settings.

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| **The Goals/Intended Outcomes:**  **Goal:** Developing a model of technology enabled services, resulting in greater independence, less reliance on paid support and enhanced quality of life for all participants that is sustainable, replicable, and impactful.  **Goal:** Successfully complete a technology enabled services personalized assessment, training, and implementation process with all participants and their support networks with a strong focus on individual choice, safety, interests, goals and support needs.  **Goal:** To develop a strong network of partners in the technology enabled services community, including relevant educators, developers, researchers, service & clinical professionals and innovators.  **Measurable Intended Outcomes:**   1. With the use of individualized technology, people supported will:  * live more independently while ensuring safety * experience new opportunities * be active members of their community and strengthen relationships with family and friends * be less dependent on paid support  1. People who are waiting for service will be supported using re-allocated support hours. The benefits of technology may also be introduced to those waiting for services which will then reduce the wait time. 2. Shared learning and knowledge with community partners. |
| **KEY Action Steps, Timeframes & Who is Responsible:**   1. **Confirm Steering Committee Members & Work Plan**   **A)** Identify partners and secure their involvement– August/September 2016  **B)** Schedule first meeting September 16th 2016 – review proposal, identify roles & responsibilities (Terms of Reference) and preferred communication avenues, review and finalize work plan   1. **Compile list of potential technology enabled services**   **A)** Research consumer technology enabled services that are currently available and compile a list – August/September 2016 and ongoing as new technology becomes available  **B)** Connect with other organizations that have successfully implemented technology with people they support – August-October 2016   1. **Identify a list of people supported interested in the project–** In conjunction with the management team, create a list of people supported who may be interested and would benefit from this project. Include detailed information about each person’s current supports, goals for independence and current funding – August/September 2016 – ongoing 2. **Select Participants for the Project**   **A)** meet with direct support networks of each person supported to further discuss goals and expected outcomes  **B)** Identify people for phase 1 (6 people) and phase 2 (13 people) of the project based on their personal outcomes plan –September/October  **C)** complete a technology assessment on each participant – begin with an in-depth conversation around the person’s goals – October/November 2016   1. **Matching Participants to Technology Enabled Services**   **A)** find/customize technological solutions for each person that will lead to desired outcomes – October/November 2016  **B)** purchase technology equipment needed for each person – November/December 2016   1. **Training & Implementation (Phase 1) –**   **A)** develop training packages and tools including train-the-trainer model, for how to use the technology and what needs it may meet – December 2016  **B)** carry out training sessions with participants and direct support networks – December/January 2017  **C)** commence the use of technology – December/January 2017  **D)** transition to independence by slowly reducing paid direct support hours – Feb/March 2017   1. **Data Collection/Research Study/Monitoring –** collect data to further understand and illustrate the impact that is made by the project - Ongoing 2. **Modify Technological Tools as needed** – customize as individual variables change – Ongoing 3. **Engage Phase 2 Participants –** complete same process as Phase 1 participants only altering the process where needed to reflect learning to date – June 2017 4. **Assessment:**   **A)** Assess which technologies benefitted people the most, and would be most likely to result in success for others  **B)** Assess the process for initially identifying which technologies are most likely to be beneficial, training on the technology and implementation of the technology, and identify if anything needs to be changed for replication to be successful   1. **Summarize Data –** prepare research findings into a summative report – January –March 2018 2. **Share Findings –** Develop Best Practices for Technology Enabled Services to be shared with the Developmental Services sector – share training modules and practices and success stories of participants – Ongoing |
| **Information about Additional Resources Needed:**  **Funding:** Ongoing agency funding will be required for sustainability of the technological resources  **Expertise:** IT expertise will be required for sustainability as customization will be required as participants’ needs/goals change. Clinical expertise will be required for accurate assessment tools and pairing of assistive technology devices to people requiring support. |
| **Measures of Success and Measurable Indicator(s) for each:**   * Technology Enabled Services are implemented by January 2017 (Phase 1) and by June 2017 (Phase 2) * Decrease in paid support hours for participants – target is to reduce support costs by 25% with an inherent focus on enhanced quality of life * Participants have increased self-determination, increased link to natural support network and are less reliant on paid supports – data collected will represent an enhanced quality of life * An affordable, sustainable model exists for replication within the sector * Best Practices for implementing technology for the same purpose are documented and made available to other agencies * Community Living Essex County is well connected and a strong partner in the technology enabled services community |
| **Evaluation Methods:**   * Personal Outcomes Planning – use this to update goals and evaluate the overall satisfaction of participants and how the technology they use can be customized to further reach new goals * Able to support more people and decrease area waitlist by re-allocating support hours to support those waiting for services * Assessments and interviews with participants and their support networks pre and post technology implementation * Pre and post data on the cost of support, amount of support, # of people waiting for service |
| **Our Learning and Success will be reported to:**   * Smart Support Steering Committee * REAL Change Steering Committee * New Day Leaders of Today * Success stories will be shared via various forms of media – social media platforms and in the quarterly newsletter * In a report directly to the Ministry of Community and Social Services |
| **Other Notes:**   * As Smart Support – Technology Enabled Services evolves it will be a service we begin to promote and offer at intake with new families. |