

# Smart Living

Using Technology to Solve the Staffing Crisis and  
Improve Outcomes  
Management Group



# What is Smart Living?

It is a new way of delivering services, using a value-based tech-first approach.

It includes new ways to assess staffing, the needs of the individuals, the way to deliver services, and the cultural methodology of inclusive services.

Smart Living is not an initiative, or a time-limited project, it is a new model for service delivery

Smart Living is not one-size-fits-all; each agency will do it differently. It is taking what works for the agency and building on it.

# Who is ShiftAbility

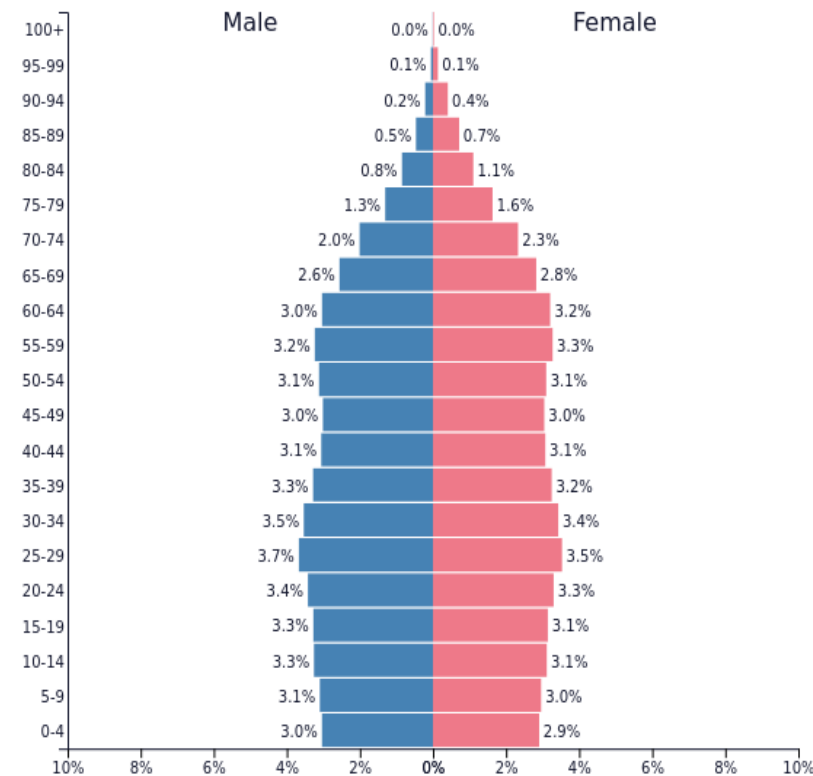
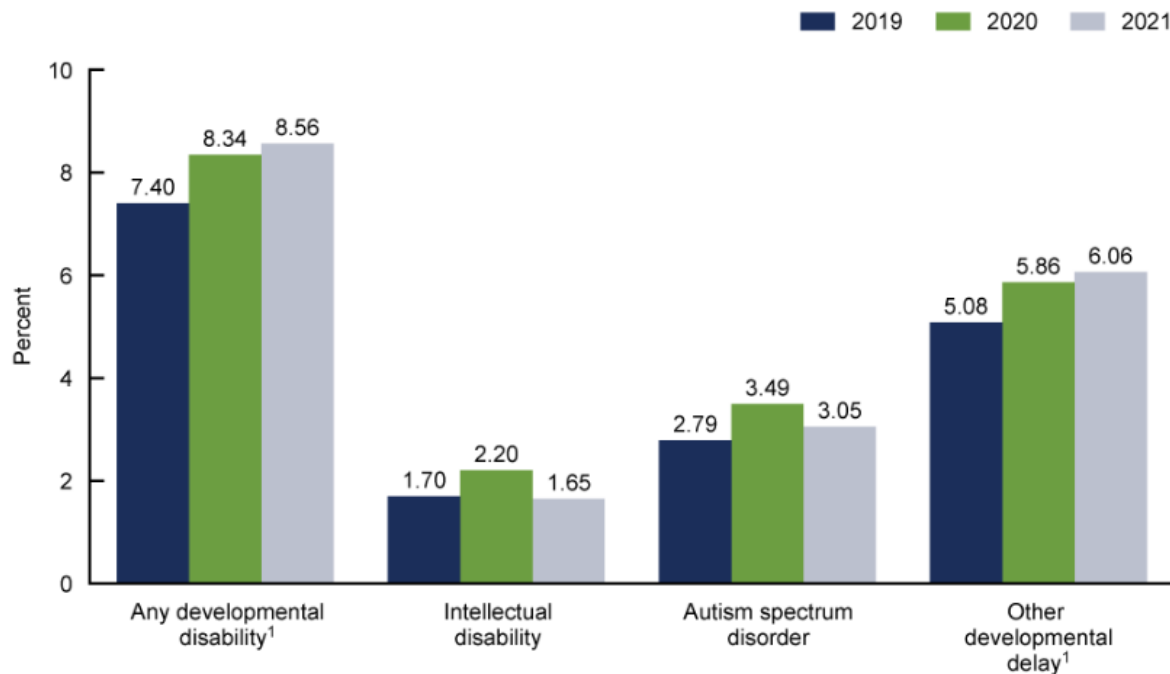
ShiftAbility is a transformation consulting firm that was born out of Smart Living and LADD.

Its mission is to give agency's the tools and expertise they need to be Smart Living agencies.

Made up of experts in the field of I/DD and Tech



# More and more people with disabilities need support with a shrinking workforce



# And the problem is only getting worse

## 'People will die waiting': America's system for the disabled is nearing collapse

Providers for intellectually and developmentally disabled struggle to recruit and retain staff amid soaring inflation, pandemic burnout.



DSPs SUPPORT OVER 160,000 IOWANS.

Current DSP turnover has increased by nearly 150% since 2015.



Statistics are based on the 2021 IACP Wage Survey, where 69% of IACP's provider members submitted responses.

## Fears, frustration mount as Minnesota's long-term care staffing crisis deepens

Peter Cox October 5, 2022 4:00 AM



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## Nearly 1 in 10 U.S. children have been diagnosed with a developmental disability, CDC reports

BY ALEXANDER TIN

JULY 13, 2023 / 12:01 AM EDT / CBS NEWS



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# WHY WE ARE MEETING TODAY

## Managers are critical

- The staff who manage and support the DSPs are critical to buy-in
- Your group is typically who the other group looks to for understanding,
  - Leadership looks to you for the knowledge of what is happening on the ground
  - DSPs look to you for guidance and direction
  - Families and Guardians look to you to feel safe about supports
  - Case management looks to you to ensure outcomes are being met

## How you impact change

- You drive the buy-in for change – if you are not bought in, no one will be
- You ensure that where others are unsure, they feel supported
- Even though you won't have all the answers, you trust the process



# What is Smart Living Remote Supports?

Remote Supports is a service model that combines technology and direct care to support people with developmental disabilities. It uses two-way communication in real time, including home-based sensors, cameras and other devices, to provide a less invasive way of responding to the needs of individuals living in the community 24 hours a day, seven days a week.

When hands-on care is not necessary, Remote Support makes it possible for direct care staff to provide care from a remote location, supporting a person's need for greater independence.



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# What is not Smart Living Remote Supports?

Remote Supports is not just a monitoring system by an outside dispatch company. Staff are our own staff who are trained and know the individuals they support. Remote Support Professionals are, in most cases, able to provide the same level of support to someone using technology as the would in the home.



Don Cameron in his new Smart Home in LADD's Anderson cluster

# How does Remote Supports Work with In-Staff Present?

Remote Supports work as a backup to in-person staff

Assists in-person staff to respond to needs quickly, and during all periods of time

Technology can monitor for safety and health outcomes

Some scenarios include:

- Seizure detection

- Falls

- Oxygen Levels

- and More



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# Remote Support with there is no in-person staff

When physical supports, or in person needs are not required, and can be replicated with remote support staff, in person staff may be relocated to sites where in-person staff are needed, and remote support staff take over, providing the same needs.

# A Person-Centered Experience

## **SCREENING/ ASSESSMENT**

Assessment begins at the highest level and then works down granularly until we know what the person's needs and items that are important to and for them

## **TECHNOLOGY DETERMINATION**

Tech team matches items identified with available and appropriate technology based on the individual's needs

## **IN-PERSON NEEDS DETERMINED**

Items not solved with technology delivered through Integrated Targeted Supports

## **REMOTE PLAN DEVELOPED**

With the information for person's assessment, staff time study and tech determination a remote plan is determined

## **TEAM MEETING, PROPOSAL OUTLINED TO ALL INVOLVED**

Meeting held with individuals' team to go over remote plan, review technology and understand remote plan

## **TRAINING PERIOD**

Technology is installed, and training period begins with in-person staff still in home and remote support staff overlapping

## **STAFF FADE OUT**

If training period is successful and all data proves to be correct, then in-person staff are faded out and remote beings

## **FUTURE PLANNING**

As a person's needs change either technology is changed or in-person staffing times can change



# Transformation Process

**ASSESSMENT OF  
AGENCY'S  
CURRENT  
POSITION/NEEDS**

**DEVELOPMENT OF  
TRANSFORMATION  
PLAN**

**IDENTIFICATION OF  
STARTING GROUP  
OF INDIVIDUALS**

**VALUE STREAM  
MAP OF STAFFING**  
  
**DEVELOPMENT OF  
STAFFING MODELS**

**DEVELOP JOB  
DESCRIPTIONS  
AND ASSIST WITH  
HIRING**

**TRAINING IN  
PROCEEDURES IN  
SERVICE DELIVERY**

**RULE AND RATE  
SETTING  
ASSISTANCE AS  
NEEDED**

# Transformation Process

## **TRAINING FOR FOLLOWING:**

**AGENCY  
FAMILIES  
INDIVIDUALS SERVED  
STAFF DELIVERING  
SERVICES**

**ASSESSMENT OF  
INDIVIDUALS IDENTIFIED,  
TRAINING OF  
ASSESSMENT TOOLS**

**TECHNOLOGY MATCHING  
BASED ON ASSESSMENTS,  
PROCUREMENT OF  
TECHNOLOGY**

**TRAINING ON  
INSTALLATION AND  
CONFIGURATION OF  
TECHNOLOGY AND TECH  
RULE SETTING**

**SITE SETUP AND  
DEVELOPMENT OF  
OPERATIONS GUIDE FOR  
EACH SITE**

**FOLLOW ALONG SUPPORT  
ONGOING TECH UPDATES  
PLAN DEVELOPMENT FOR  
SCALING**



# Some Frequently Asked Questions

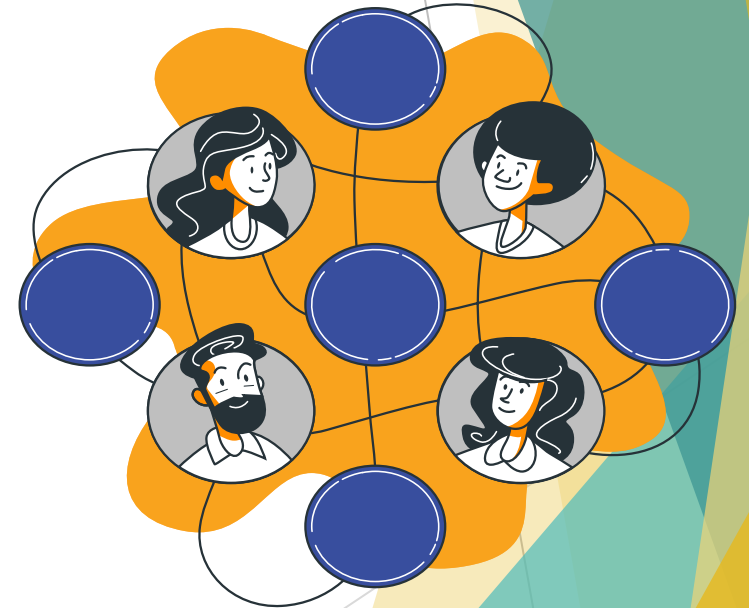
How are individuals determined to be part of the program

How does this change the current services

Does this mean people will no longer have in person staff

What happens when power/internet go down

What is the timeline for my individual I support/  
my site?



# A SHIFT TO A NEW STAFFING MODEL

## CURRENT STAFFING MODEL:

- Be there in case something happens around the clock, very inefficient and very costly, with very little value added

## NEW STAFFING MODEL:

- Needs not solved by technology use, targeted in-person staff
- Integrated support specialists specialize in areas they are passionate about
- Virtual Support Staff provides anticipatory supports, monitors for needs, and drops in virtually for scheduled supports
- All time spent by in-person staff is value-added
- There can be a mix of remote, in-person, and dual supports



# Smart Living Homes



- Over 5 years into the program
- Successfully reduced in-person staff time where not needed and used to increase supports and community living
- Xavier study on technology and independence showed incredible results
- Partnership with health companies for smart health devices for I/DD
- Service model currently being used in over 12 states and hundreds of sites, ranging from single homes, small group settings, family homes, and others.





XAVIER UNIVERSITY  
DEPARTMENT OF  
OCCUPATIONAL THERAPY

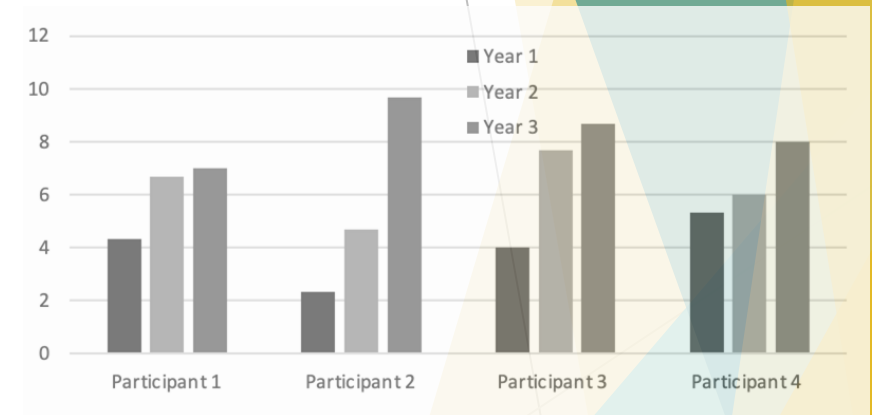
# PROOF OF CONCEPT

- 3 year qualitative and quantitative studies completed by Xavier University on this model of service delivery
- Published research on what technology investments have the greatest ROI and/or impact on independence shows success of services in both ROI and in level of independence for the people served
- A reduction in open positions for direct support professionals from 21% to less than 3% with a direct reduction in overtime, burnout and personnel costs

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## 3-year Study Results:



*Increase in levels of independence*



# Questions?



# THANK YOU

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