

# Remote Supports Remote Services Assistive Technology

## ***Background***

This document was compiled by the Allegheny County Department of Human Services (AC DHS) Office of Developmental Supports (ODS).

There are many direct links and QR codes available within this document.

Some information is specific to Allegheny County, much will be helpful to people statewide.

Much of the information will be helpful to all and will be especially useful for individuals that are or anticipate receiving a PA DHS Office of Developmental Programs (ODP) Consolidated, Community Living (CLW) or Person Family Directed Support (P/FDS or PFD) waiver. Waivers fund Home and Community Based Services (HCBS).

In each PA county these waivers are administered by the counties' AE (Administrative Entity). In Allegheny County the AE is ODS.

All individuals with intellectual disability and/or autism (ID/A) that are registered with ODS receive Supports Coordination and some will be waiver participants. Supports Coordinators provide case management services.

Contact and learn about [ODS](#) from the webpage or at the QR code on the right.



## ***Remember that***

Waiver services must be reflected as a need in the Individual Support Plan (ISP) and supported by a participants waiver budget.

Individuals should reach out to their Supports Coordinator (SC) for assistance and information. This document may help guide that conversation.

Both Remote Supports and Services offered remotely can build on an individual's technology use skills. Some individuals will learn new skills that make success possible.

## Remote Supports

- ❖ “Remote Supports’ involve the use of high-tech devices that use two-way real time communication in the individual's home or community that allows someone from an agency who is offsite to monitor and respond to the individual's needs.” From [ODP Remote Supports... Webinar Slides](#)
- ❖ Remote Supports can be active monitoring (scheduled check-ins) or passive monitoring (available as needed) and delivered in a private home or residential setting.
- ❖ Safe In Home is a provider of Remote Supports. Details about that provider are in this document.

## Remote Services

- ❖ May also be referred to as services offered remotely or services delivered virtually. For instance, via computer or via phone.
- ❖ ODP waiver Service provider must have capacity to offer the service remotely and participants must be able to utilize it this way.
  - For instance, many providers offer the employment service, job coaching, but not all of them will have the capacity to offer the service remotely.
- ❖ Waiver funds the service. Funding for needed technology is considered separately.
  - For instance, if a participant receives the employment service, job coaching, waiver funding pays for the job coach. Waiver *may* also pay for the technology needed. Job coaching would be paid for under that service definition and at that rate. The Assistive Technology (AT) would be covered under AT.

## Assistive Technology (AT)

- ❖ Assistive technology (AT) is a device that helps a person achieve a more independent and satisfying life. AT can range in complexity from very low to high tech.
- ❖ AT is also the title of a waiver service that individuals may be utilizing.
  - For instance, ‘Life Alert’ may be provided through the service of AT.
- ❖ AT may be needed to make it possible for individuals to access services remotely. The AT may or may not be paid for by the waiver.
- ❖ There are many ways that AT may be funded. Offerings below will have their own eligibility criteria. Learn more
  - on the ODS [Community and service systems](#) Resource List that includes accessible vehicles, adaptive bikes, communication devices, adaptive strollers and internet access discounts.
  - under the *Assistive technology and adaptive equipment – information and funding sources*. Includes computers, tablets, and internet bar on the [ODS webpage](#).
  - by calling United Way 2-1-1.
  - by calling your Medical Assistance membership services or [Special Needs Unit](#).

- from your Supports Coordinator (if registered with ODS [or your county AE if you are outside of Allegheny County](#))
- about the [Allegheny County ACMF Fund](#)
- about the Achieva [Charitable Residual Account](#) and [Cecil and David Rosenthal Memorial Fund](#) (includes individuals outside of Allegheny County),
- from [Pennsylvania Assistive Technology Foundation \(PATF\)](#), [Funding Your Assistive Technology: A Guide to Funding Resources in PA](#) and [TechOWL](#)



**PA Department of Human Services Office of Developmental Programs (ODP) oversees the Intellectual Disability and Autism service system in PA.**



### Supportive Technology

<https://home.myodp.org/resouces/supportive-technology/>

- ✚ Technology Today, ODP Technology Taskforce Newsletter (New in 2022)
- ✚ Technology Corner
- ✚ EDL (Everyday Lives) Supportive Technology Presentations – 2022
  - focused on Supportive Technology, covering a range of topics from accessibility, to remote supports, and increasing independence
- ✚ Use Of Remote Supports In Non-Residential Settings – 2022
- ✚ Use Of Remote Supports In Residential Settings – 2022

### Relevant ODP communications

[ODP Announcement 21-094](#) Changes to the Remote Supports Component of Assistive Technology in the Consolidated, Community Living and Person/Family Directed Support (P/FDS) Waivers

[ODP Announcement 21-090](#) Guidance for Use of Assistive Technology and Remote Supports in Residential Settings

[Technology Innovation - May 28, 2021](#) includes access to the keynote session, Forever Changed: Technology Disruption and the Crisis of Those Left Behind. Also to sessions: Technology in Robert's Everyday Life, Brandon's Journey to Independence with Remote Supports, Initiating the Technology Conversation: A Guide for Supports Coordinators and Supports Coordinator Guiding Questions for Developing Technology Options

Several brief articles and a webinar are also available on MyODP.

Visit [www.myodp.org](http://www.myodp.org), use the QR code to the right or click on the links below.



[Introducing & Maintaining Remote Supports](#)

[Using Assistive Technology Service to Access Remote Supports](#)

[Remote Support Series: Using Interests, Preferences, and Choice to Engage](#)

[Remote Employment Supports](#)

[Center for Creative Works finds Success in Remote Supports](#)

[Remote Supports Privacy and HIPAA Considerations](#)

[Use of Remote Supports in Residential Settings Webinar](#)

### ▶ Assistive Technology and Remote Supports

ODP has received many questions about the difference between Assistive Technology and Remote Supports. The basic difference between Assistive Technology and Remote Supports is:

Assistive Technology are the **devices** used to support an individual in meeting their goals.

Can have Assistive Technology Without Remote Supports

Remote Supports are the **act** of direct support professionals monitoring or using devices to respond to an individual's need during the provision of residential services.

Cannot have Remote Supports without Assistive Technology

1/18/22

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From [ODP Remote Supports... Webinar Slides](#)

## Learning more



**SafeInHome**.com

An ODP Remote Supports Waiver Provider

Call 1-855-476-6665, visit [www.safeinhome.com/](http://www.safeinhome.com/) or use the QR code above.

“With a wide array of integrated devices, Person-Centered Solutions are developed to support the desired outcomes and unique lifestyle of the person supported.”

“SafeInHome’s Remote Supports provides off-site staff for people with disabilities. Our Remote Support staff provides support with the help of an integrated system of sensors and assistive technology used in and out of the home. Remote Supports allows individuals with disabilities to live in their own homes, with the independence and privacy they desire. Remote Support solutions cover visitor safety, medication management, seizure management, daily activity reminders, community engagement, transitioning youth, and much more.”

Includes High-Touch and Passive Tech that can assist with seizure management, elopement (leaving without telling anyone), medication management, overnight support, activities of daily living and fall risk management.



### [Pennsylvania Assistive Technology Foundation \(PATF\) Smart Home Technology Project](#)

**PATF Smart Homes Webinars:** Recordings and slides from webinars covering topics such as:



- Assessing your needs to choose smart home technology
- Smart speakers and security
- General information about smart home technology for people with disabilities.

Access the webinars at the QR code to the left or [at this link](#)

Smart Homes Made Simple at [www.SmartHomesMadeSimple.org](http://www.SmartHomesMadeSimple.org)

Compiled by staff from the  
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A Guide to Smart Home Technology To Meet Your Goals for people with disabilities and older adults can be found here. <https://smarthomesmadesimple.org/> . This interactive guide includes a self-assessment.

“Smart Home Tech and Disability” is an introduction to smart home technology and is the first video in a series, created by the team at the University of Pittsburgh for Promoting Mainstream Wireless Inclusion through Technology Services (PROMISE). ...PROMISE was funded from a grant by the Department of Health and Human Services’ Administration for Community Living. To learn more about the project, as well as other initiatives on wireless technologies for people with disabilities, go to [www.wirelessrerc.pitt.edu/about](http://www.wirelessrerc.pitt.edu/about)

PATF provides expanded content about mainstream smart home devices and how they can be financed. Smart Homes Made Simple is a PATF project to raise awareness about smart home technology to help people with disabilities and older adults live independently.



### Strategies for Providing Remote Employment Supports

A webinar on the topic of remote supports was developed by the [Association of People Supporting Employment First \(APSE\)](#).

Find it at the QR code to the right or [here](#) .

*This information is not specific to ODP waiver services.*



### Planning through use of the Charting the LifeCourse



**CtLC framework and planning tools** help users organize ideas, vision, and goals, as well as problem-solve, navigate, and advocate for supports. CtLC framework was created to help individuals and families of all abilities and all ages.

- develop a vision for a good life,
- think about what they need to know and do,
- identify how to find or develop supports and
- discover what it takes to live the lives they want to live.

**Then the CtLC tools are used to put the ideas and resources on paper, share with others and put them into action.**

As part of **Charting the LifeCourse life domains** help people think about the current realities in their lives while also thinking about what life experiences they want to have, which leads them to the good life that they want. Consideration of these life domains can also help individuals think about when remote supports may be helpful.



The CtLC **Integrated Support Star** can be used by anyone ~for mapping current services and supports, problem-solving for a specific need or planning next steps ~to explore current needs, identify gaps, or plan how to access supports for the future ~to guide a conversation over the phone or facilitate an in-person planning meeting with one person or a group of people. There are five points to the star, one being technology. This encourages users to consider day-to-day and adaptive technology.

[Click here for a tips sheet that provides an overview of the Integrated Supports Star.](#)



On the **LifeCourse Nexus webpage**, the Missouri Open Door Workshop Series includes Building a “Smart” Home video as well as some that focus on the use of Assistive Technology that you can access [here](#).

### Learn more

For information visit the [ODS webpage](#) and the [LifeCourse Nexus webpage](#).

Visit the [LifeCourse Framework page](#) and scroll down for a 17 minute *Introduction to the LifeCourse Framework video*.

Find quick reference tools for the CtLC Framework [here](#).

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