DC DDS Remote Supports Procedure Overview

State Office of Policy, Planning, & Innovation (SOPPI)

Donald Clark

August 28, 2023

What is Remote Supports?

- Remote Support is a way to help a person when they need it, even if the person helping you isn't in the same place.

- It's like having a someone who can see and talk to them through a tablet, phone, or other device when they need guidance with something.

- Example: Like when cooking, a person can have a support professional guiding them through a video call, and they can even turn off the stove remotely if you forget.

- Using Tools Like Sensors for Help: There are many tools that can be used, like sensors, that can let staff know when someone needs help or to make sure they're safe. This means the person doesn't always need someone in the room with them.

RS in a Home Setting

Assistive Technology

Sensor Technology

24/7 Remote Support Staff
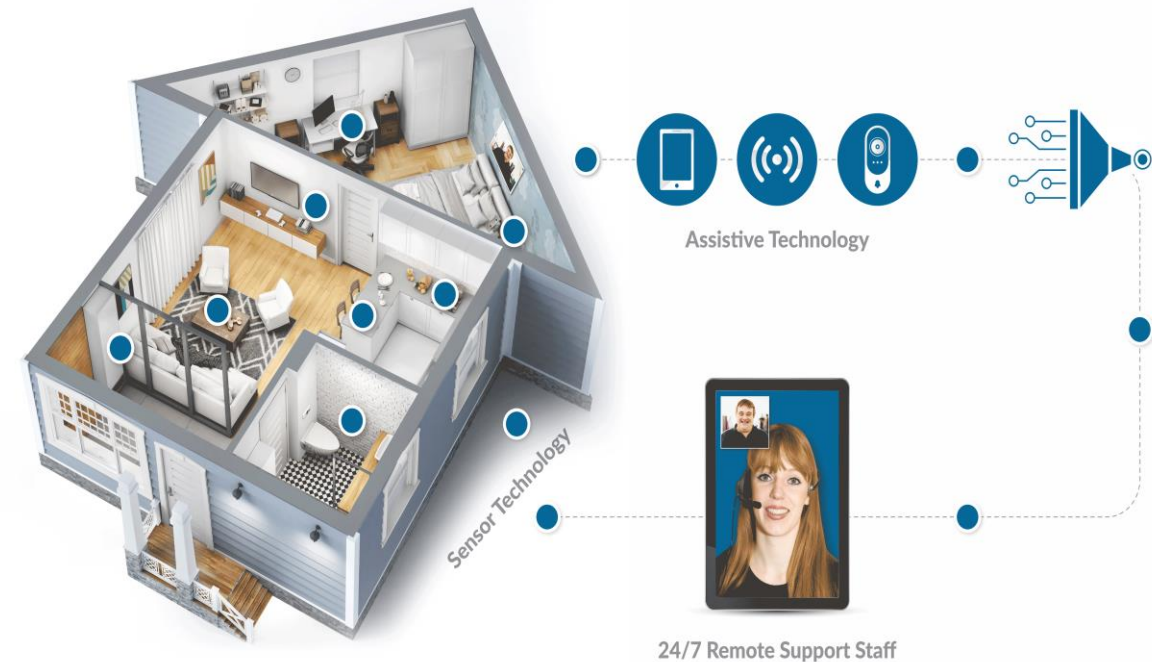
Any tech needed for a person supported to receive RS can be acquired through AT Services

What is Remote Supports?

- It's not one size fits all. Remote Support should be created for a person based on who they are, and the tech tools they need to be independent should be chosen to help them too.

- It's not about watching a person all the time; it's about being there when they need help.

- It's about giving people more control and freedom, so they can do things by themselves but still have help if needed.

- There's a remote support professional to help a person supported and an on-call person if they need someone to come in-person.

- Remote Supports can also work with other services a person might need, not just for tasks at home. It can also work with direct supports. It's not all or nothing
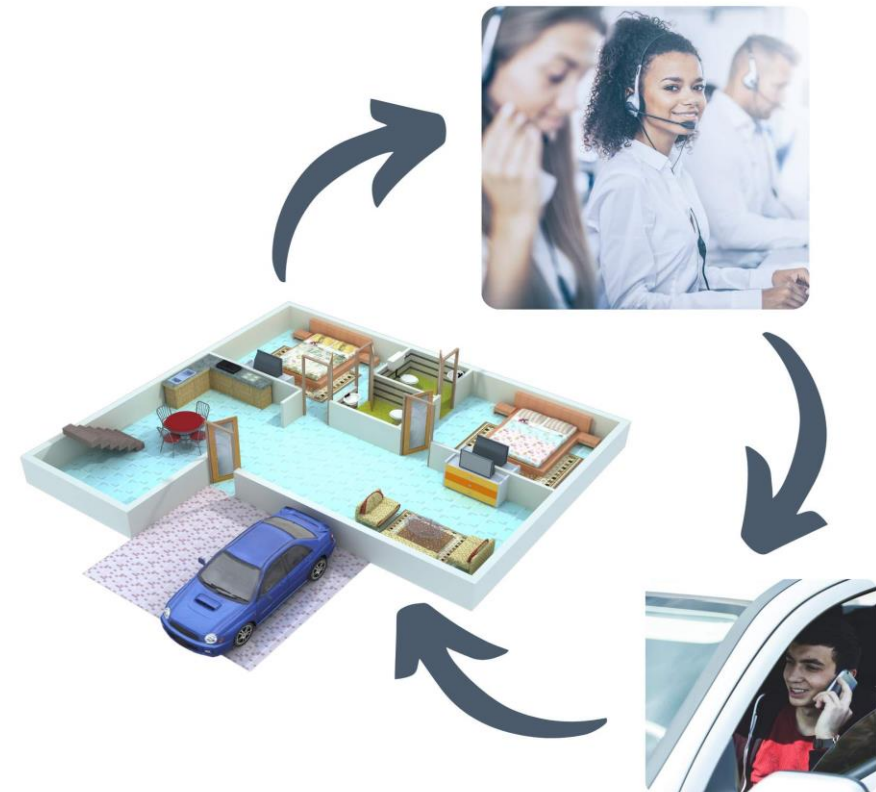
Assistive Technology *vs* Remote Support

- Remote Support is a new way to give support; It's not just about machines or computers. It's really about people helping people.

- Remote Support uses technology to make sure a support person is there for a person , even if they are not in the same place.

- **Using Assistive Technology:** A person may use certain tech tools to complete a task by themselves; this is called, "Assistive Technology". This tech tool can be used without Remote Supports or while a person is receiving remote support, making things easier and more independent for them.

- Assistive Technology can stand alone or enhance Remote Supports, but for Remote Supports to work well, it relies on Assistive Technology.

Exploring Technology with the Assessing Interest Tool

- **Starting Point:** This tool is like a first step. It helps us find out if someone may want to look into tech or remote supports to do things by yourself.

- **About Independence:** This tool wants to help use tech to be more independent. That means doing more things on their own, but with tools that make it easier for them.

- **Not One-Size-Fits-All:** Everybody is different. This tool helps us figure out if a person wishes to explore what's just right for them. It's not the same for everyone.

- **Talking About It:** This tool makes sure that a person and the people important to them talk about tech & remote supports often. So, if something changes, or if they want to try something new, it can happen!

- **Your Choices Matter:** Whether a person is interested, not interested, or just unsure, this tool helps us understand how they feel about tech and remote supports. If a person is not ready yet, it guides us to find ways to help them learn more.

Remote Support Assessment

- If someone wants to try Remote Supports, we've made assessment a requirement to find the right tech tools and ways to help them, even from far away. This makes sure people get what they need, no matter where the help comes from:

  - ❑ Before anyone starts with helping you from far away, we make sure providers look for any risks. This means finding things that might go wrong so we can fix them first. It's all about keeping people safe and making things right for them

  - ❑ Person Gets to Talk About Their Needs: There's a rule that says providers must involve the person. What better person to learn from about what will or will not work than themselves! People voice matters, and we want to hear what they think.

  - ❑ Review of ISP and supporting documentation (Behavioral Support Plan, Person-Centered Tools, and Discovery Tools)

  - ❑ Observation in the environments that Remote Supports is under consideration to be provided

Remote Support Plan

▪ **What's it all about?** A Plan must be created, it's like a special guide made just for the person. It tells people supporting them just how to help them from far away.

   The plan should include:

❑ What a Person Wants and Needs: It must describe what a person wants to do, what they need help with, and what goals they want to achieve.

❑ Tools and Places: It describes the tools and places that will be used by a person or to help them.

❑ Learning How to Use It: It describes how a person will be trained and others how to use this plan.

Remote Support Plan cont.

❑ When and How We Help You: It must describe the schedule and what kind of help a person might need.

❑ Back-up Plan: If something goes wrong, like the power goes out, it tells what to do next.

❑ Quick Help if You Need it: If you need someone to come to you, they should be there in 30.

❑ How a Person Likes to Talk with Their Support Person(s)

❑ Providers have in place a way to Check if It's Working: It sets up a way to make sure the plan is helping a person the way it should.