



# Medina County

board of developmental disabilities



*We are the community resource responsible for connecting, coordinating and funding vital services for individuals with developmental disabilities.*

*We help with everything from early intervention and education opportunities for children to employment and community inclusive living for adults.*

# TECHNOLOGY AND REMOTE SUPPORTS FROM THE PROVIDER PERSPECTIVE

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President, Ohio Waiver Network

# History

- ▶ New Leaf has been providing services for over 16 years in Trumbull, Mahoning, Portage, Stark, Summit and Cuyahoga Counties
- ▶ Remote Supports have been a relatively new experience for us, just starting them going on 4 years ago.
- ▶ We are currently the paid back up supports for 4 homes that use remote monitoring
- ▶ How did we even start??

VERY SLOWLY



# Ohio Technology First Council STATE OF OHIO DEPARTMENT OF DD

- ▶ First gave a report in Dec, 2018 on goals and benchmarks to reach increasing assistive technology and remote supports.
- ▶ Most benchmarks have been made that were set in this report, although there is a long way to go.
- ▶ Individuals want more technology in their lives, more independence and an increased ability to live their lives with as minimal staff as they require.

# WHAT DOES THIS ALL MEAN FOR A PROVIDER?

- ▶ Lets talk about what this means for us, the provider of services:
  - ▶ Recruitment and staffing
  - ▶ Retention
  - ▶ Financial

# RECRUITMENT AND STAFFING

- ▶ ALL PROVIDERS HAVE BEEN FACING A STAFFING CRISIS FOR THE LAST SEVERAL YEARS.
- ▶ WITH THE INCREASED NEED IN COMMUNITY BASED SERVICES, THIS HAS OFTEN OUTWEIGHED THE WORK FORCE AVAILABLE
- ▶ THE EVENTS OF THE LAST YEAR, I.E. THE PANDEMIC, HAS ONLY EXPANDED THIS CRISIS.
- ▶ PER THE NATIONAL CORE INDICATOR STUDIES
  - ▶ 7,160 **LESS** PEOPLE WORKED AS A DSP IN OHIO IN 2019 VERSUS 2018, DESPITE THE INCREASED NEED FOR THESE STAFF AND DESPITE AN INCREASE IN WAGES (BEFORE RATE INCREASES)

## STAFFING

- ▶ This has left an incredible hole of needed staff for both agencies, the counties who are looking for agencies and more importantly the **INDIVIDUALS WHO WANT AND NEED SERVICES**



# RETENTION and FINANCIAL

- ▶ On average, agencies spend \$1500-\$3500 per employee on training costs for a single DSP to be able to serve an individual
- ▶ PER THE NATIONAL CORE INDICATORS
  - ▶ 2018 - 48.5% DSPs left within a year
  - ▶ 2019 - 50.5% DSPS left within a year (another increase!)

How much money does your agency lose a year with almost half of all DSPS leaving within a year on training costs, administrative time, HR checks, OT, advertisement, etc.?

How many individuals do our folks getting services have to continually get to know, lose, have in and out of their lives?

## FINANCIAL IMPACT

- ▶ Its untold millions in our system being wasted on continual staff training, retention efforts, etc. instead of increased services for our individuals, increased wages or the ability as an agency to hire more support positions

# SO WHATS THE HOLD UP MATHEWS!!

- ▶ THE MAIN REASONS MORE TECHONOLGY IS NOT BEING USED IS:
  - ▶ Not understanding what is available
  - ▶ Not being discussed at all teams meetings yearly
  - ▶ Fear of the unknown

# WHAT IS AVAILIABLE?

## ▶ ASSISTIVE TECHONOLGY

- ▶ Used to increase independence and minimize staffing
  - ▶ Examples include:
    - ▶ Safety sensors that monitor water temp, stove temperatures and turn them off if to hot/warm
    - ▶ Devices that remind people of appointments, medication times, directions to places they may want to go, UBER, social events, etc.
    - ▶ Seizure monitoring
    - ▶ Glucose level monitoring

**HOW MANY OF THESE DEVICES COULD BE USED IN PLACE OF A STAFF, OR MORE STAFF? IN MULTIPLE STAFF HOMES, WHERE CAN TECHNOLOGY POSSIBLY REPLACE AT LEAST ONE (1) STAFF??**

# REMOTE MONITORING

- ▶ The use of two way communication using sensors, alarms, tablets, cameras etc. with an off site caregiver
  - ▶ Allows the off site caregiver to respond to the needs of the individual when hands on care is not required.
    - ▶ How often is a staff simply in the home to tell someone who wakes up all is ok? Or to answer a question they may have?
    - ▶ If you have OSOC, and allow sleep staff, what is truly a realistic time frame for a staff to wake up and be able to appropriately respond to the needs of the individuals that a remote care giver cannot give quicker and cheaper? Are they unfairly held accountable if they didn't react quick enough?

## REMOTE SUPPORTS

IF YOU SERVE INDIVIDUALS  
WHOM HAVE LONG  
PERIODS OF ALONE TIME,  
WHY DO THEY NEED A  
STAFF OVERNIGHT?

# REMOTE MONITORING

- ▶ The current provider usually becomes the back up and actually bills for the service.
  - ▶ Considerations
    - ▶ New Leaf will only agree to be back up if the individual/team is ok with at least one (1) hour window to get a staff there if needed. Any true emergency within that should be handled via 911.
    - ▶ Needs to be clearly defined what is the health and safety reason a staff is needed. Is there a health and safety reason, or could call in checks ins suffice? **TRUE HEALTH AND SAFETY CONCERNS SHOULD BE THE ONLY REASON TO SEND A STAFF OUT.** This then becomes HPC awake hours billed.
    - ▶ Staff or the individual themselves call into the remote at end of shift, then beginning of the next shift.
    - ▶ We pay the manager who is already on call for call offs a stipend a week to take any calls.
    - ▶ The remote company sends New Leaf the hours weekly, New Leaf bills, and pays the remote company out of that billing their share.

# REMOTE MONITORING

- ▶ The remote care giver gets to know the individual, can talk to the, ask them questions, make them feel secure.
- ▶ There has not been one (1) true emergency in any home we have remote supports. Majority of calls have been:
  - ▶ Technical issues: Power or internet out, loose cords, etc.
  - ▶ Consumer doesn't answer the call when remote calls them (always asleep).



# DISCUSS AT TEAM MEETINGS

- ▶ New Leaf did a poll with all of our Program Managers and found:
  - ▶ 90% stated technology and remote supports is *never* brought up in ISP meetings by the counties we serve.
  - ▶ Out of the 10%, it is usually about someone's internet usage, or possible assistance or restrictions to internet use being discussed. Not how technology or remote supports can assist.

# HAVE THE CONVERSATION

- ▶ If the person is assessed to need remote supports, why isn't this being done?
- ▶ Talk about the fears, have them talk to other guardians or individuals whom have been successful!
- ▶ Doing things the same way only adds more to the staffing crisis we have.

# FINANCIAL IMPACT

- ▶ New Leaf is able to bill thousands a month, with minimal overhead costs
  - ▶ Pay a stipend (\$50.00) a week to manager to take calls.
  - ▶ Not spending thousands to recruit, retain, train and then do all over again currently: 10 positions!
    - ▶ Estimate saving over \$40,000.00 a year total on these 4 sites in staffing issues!

# FINANCIAL

- ▶ New Leaf pays the remote supports company that provides the remote support caregiver.
  - ▶ New Leaf usually keeps close to 3.00 an hour. But, again, this is financially better then having the actual staff in the home.
  - ▶ OSOC doesn't cover typical staff rates, taxes, benefits much less the training costs, recruitment, loss of staff and the current overtime costs.
  - ▶ DSPS can now work in homes where they are truly needed overnight.

# SUCCESS STORIES

- ▶ FD - one person site
- ▶ WASHINGTON - 3 person site

# THANK YOU

My email is:

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# THANK YOU



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