ENABLING TECHNOLOGY

A BETTER WAY OF PROVIDING DIRECT SUPPORT.

INTRODUCTION:

- Core Services of Northeast, TN
- Small Provider
  - Unique Opportunity to experiment, try new things.
- Support People with IDD Through Tennessee's Medicaid Waiver Program
- In 2017, Tennessee emerged from 25 years of lawsuits.
- Result of Lawsuits was a culture of heavy staffing and risk aversion.
  - Kept people safe, but limited freedoms.
- TN DIDD Enabling Technology Test Project

WHAT IS ENABLING TECHNOLOGY

Item, equipment, or product system used to increase, maintain, or improve the functional capacities of individuals with disabilities

Encompasses many different methods of providing support to people with disabilities in a way that fosters independence and choice.

Technology can include a sensor on a bed, stove, or door to alert a remote caregiver if something deviates from the normal routine, mobile applications that provide step-by-step alerts for a person who wants to use public transportation, environmental controls that allow a person with limited mobility control over their home, everything in between.

Motion Sensors

Tablets and iPads

Smoke and Carbon Monoxide Detectors

Door and Window Sensors

Bed/Chair Sensors

Door Opener

Two Way Communication

Voice activated environmental controls

Video Door Entry

Induction Stove

Remotely controlled door locks

Stove Guards

Panic Button

Fall Detector

Telehealth

Med Reminder/Dispenser

Personal Emergency Response System

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How do I pay for this?

TRADITIONAL MODEL

Carl in Supported Living

- Annual cost plan $197,502
- 168 hours of staffing per week
- 6 Full-Time DSP

TECHNOLOGY MODEL

Carl Independent Living

- Annual cost plan $53,843
- 40 hours of staffing per week
- 1 Full-Time DSP/1 Part-Time DSP

Annual Savings: $143,660

Person Supported	Description of Technology Use	Number of fewer hours/week of onsite paid supports vs. fulltime Supported Living:	Time since beginning independent living:
CL	Independent living	128	43 Months
BPr	Med admin, independent living	110	36 Months
EWS	Independent living, communication	98	30 months
AE	Employment, independent living, communication	64	29 months
RP	Independent living, communication	64	29 months
MM	Independent living	84	30 months
BPa	Independent living	98	25 months
JH	Increased independence, med admin	21	19 months
JW	Increased independence, med admin	128	9 months

- 20% of the People we Support
- Staffing hours per week reduced: 795
- Estimated Weekly Cost Savings: $15,900.
- Annual: $826,800

Before	After
60% DSP Turnover	32% DSP Turnover
15% DSP Vacancy Rate	4% DSP Vacancy Rate
15%+ Overtime	10% Overtime Rate
Starting Wage $8.25	Starting Wage $14.00

"Turnover rates average around 45%. Vacancy rates are at roughly 9%. Hourly wages average around $10.72 per hour." – NADSP, 2018.
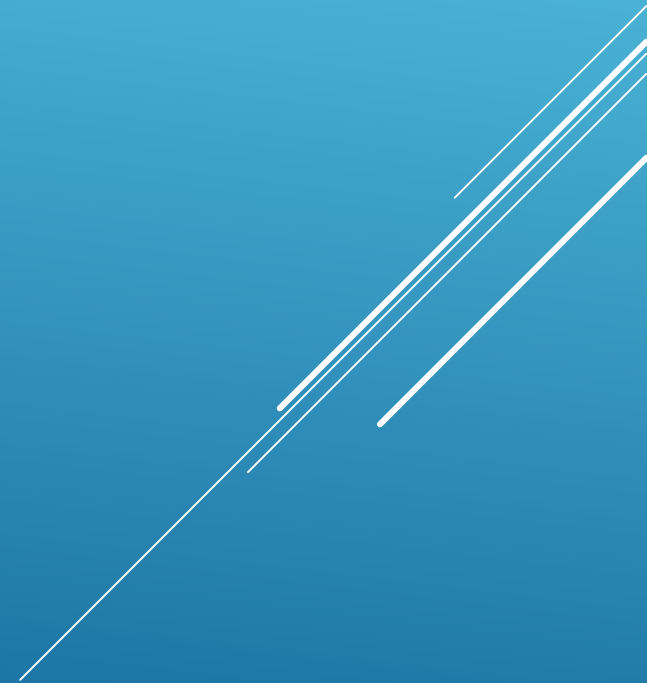
Workforce Crisis

"Simply to sustain services as they are, and given current turnover rates, every year 574,200 new DSPs need to take new jobs in the workforce. Notably, too, it would require an additional 167,001 new DSPs to meet the needs of the more than 200,000 individuals wait-listed for services. With projected growth in demand, worsening workforce issues and a strong U.S. economy, this number is expected to grow yearly between now and 2030."

-NADSP: America's Direct Support
Workforce Crisis Report, 2017.

- **Providers aren't accepting referrals. People are left on waiting lists**
- **Technology isn't eliminating jobs, it's eliminating vacancies**

Benefits of Enabling Technology:

- Mitigate workforce shortages
- Reduce Overtime
  - OT cost savings reinvested into staff wages
- Many people are being over-supported, others are being under-supported
- More efficiently use a scarce resource: DSPs
- Provide support where and when it's needed
- Support more people with fewer DSPs
  - Reduce waiting lists
- Promote Independence, freedom
- Improve quality of life
  - 61% more likely to have outcomes present and 30% more likely to have supports in place to support outcomes.

Core Services of Northeast, TN

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