Smart Living

Using Technology to Solve the Staffing Crisis and Improve Outcomes

*Shift***Ability**

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 delivery services, and the cultural methodology of inclusive services.

A Smart Living agency works to provide value-added services as much as possible providing a means to provide services to more individuals in a sustainable manner

Smart Living is not an initiate, or a time limited project, it is the 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 LADD

LADD is an agency in Cincinnati that was the demonstration agency for the Smart Living model. Many Subject Matter Experts also work at LADD, Smart Living Systems by LADD is a tech subsidiary of the agency.
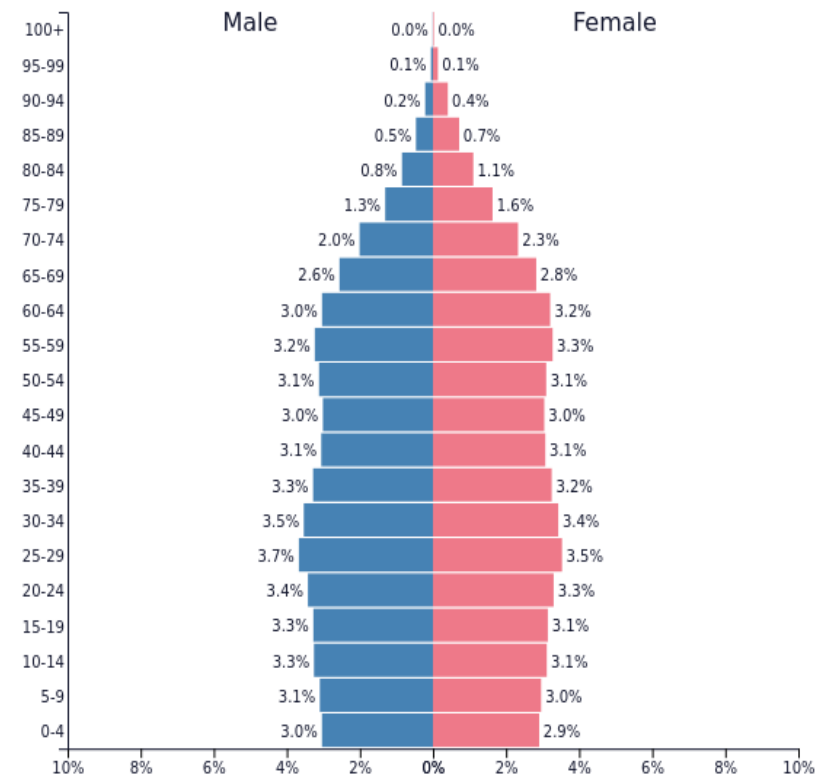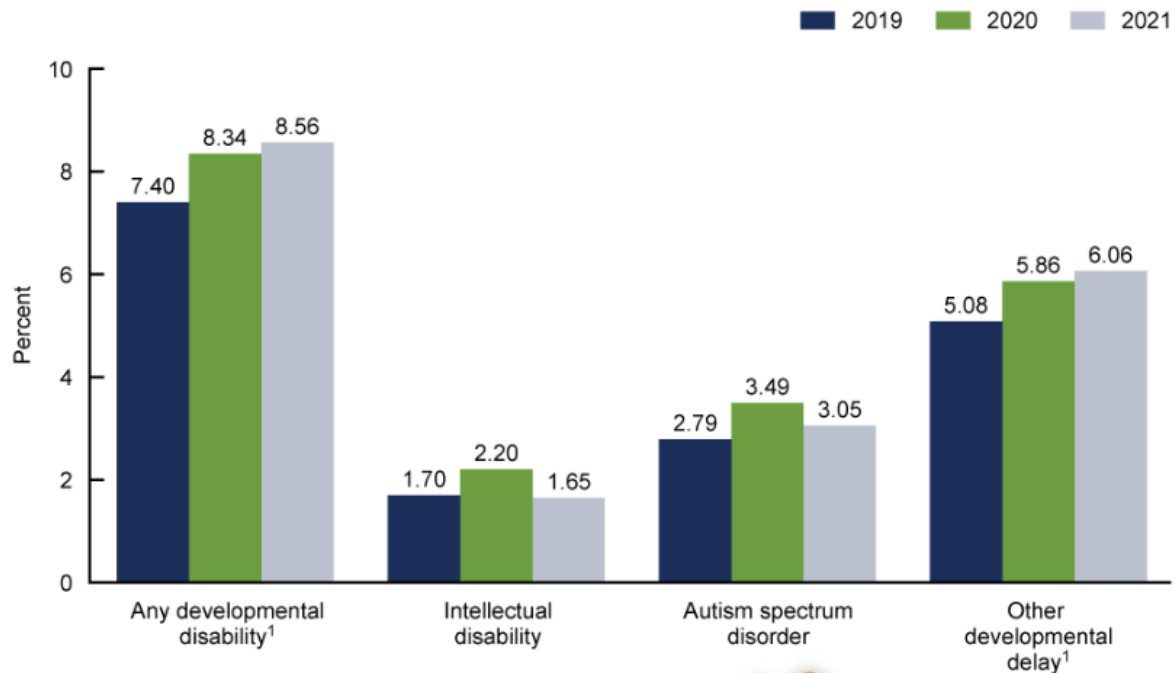
Who is ShiftAbility

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

Its missions 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 and mental health need support with a shrinking workforce
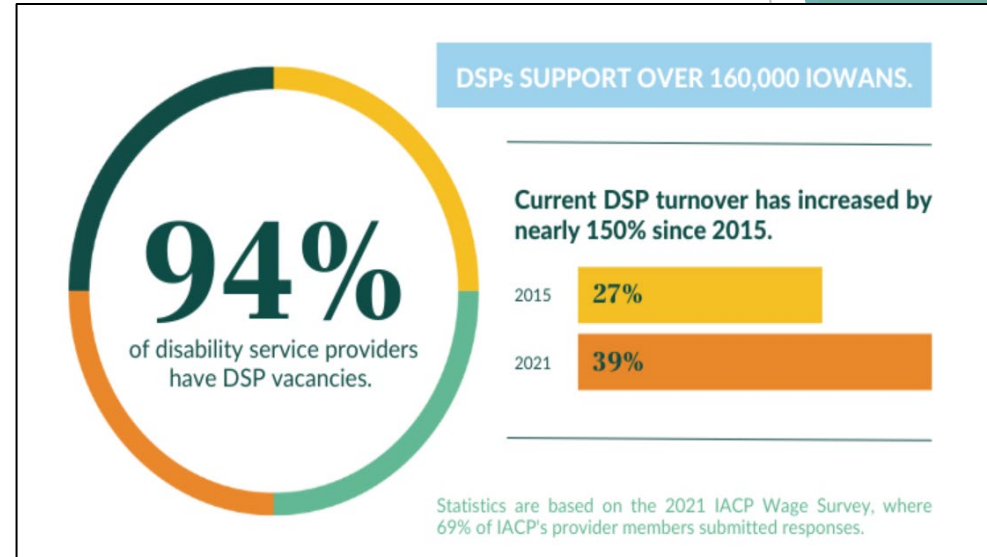
More and more people with disabilities and mental health need support with a shrinking workforce
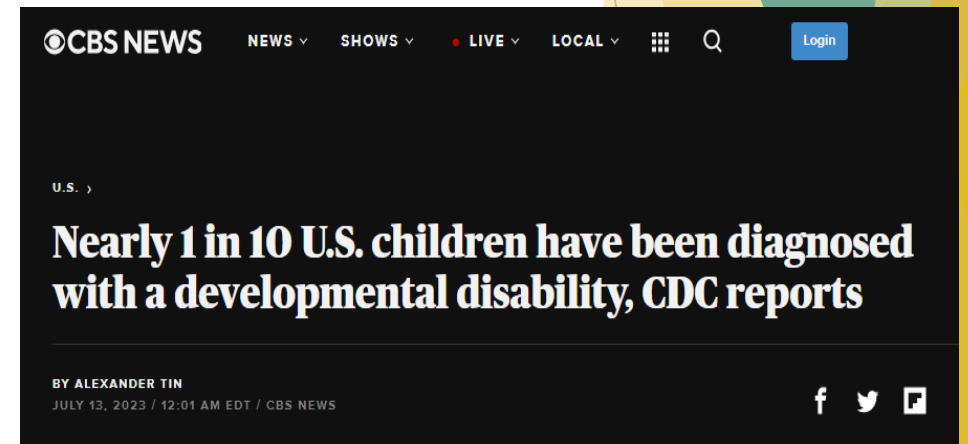

'People will die waiting': America's system for the disabled is nearing collapse

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

DSPs SUPPORT OVER 160,000 IOWANS.

94% of disability service providers have DSP vacancies.

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

2015 — 27%
2021 — 39%

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

CBS NEWS

U.S.

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

*Shift*Ability

And the problem is only getting worse

WHAT OPTIONS DO WE HAVE?

We can serve the same amount of people or in a likely hood less with current staffing and models

With less staff to perform the work, and needs of those we serve increasing we can stop taking new individuals, and just continue serving those we have now

This will result in massive unmet needs, and drastic increases in the current waitlists

ShiftAbility

WHAT OPTIONS DO WE HAVE?

We can serve more people with current caregiving models, but we must do in much larger institutional settings
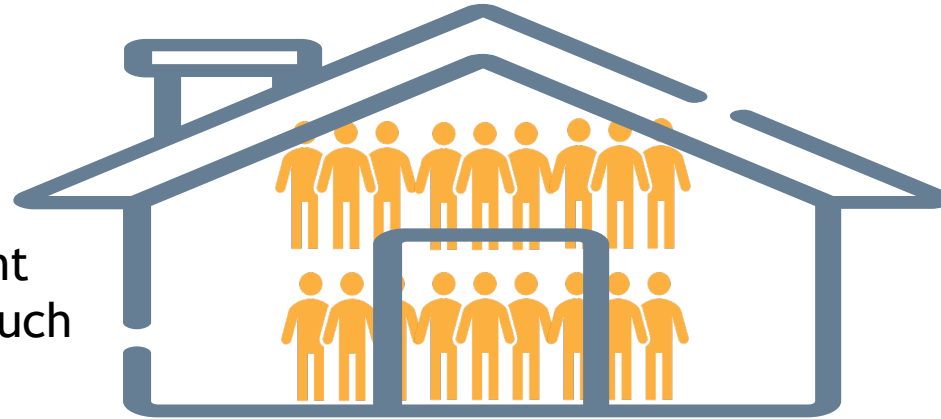
This will result in a likely return to the horrors of institutions that we have been trying to atone for over the last 50 years

While more people could be served, the trade off is just not worth it

ShiftAbility

WHAT OPTIONS DO WE HAVE?

Or....

We can drastically change the way we provide services, through technology, new staffing models and customization of community supports
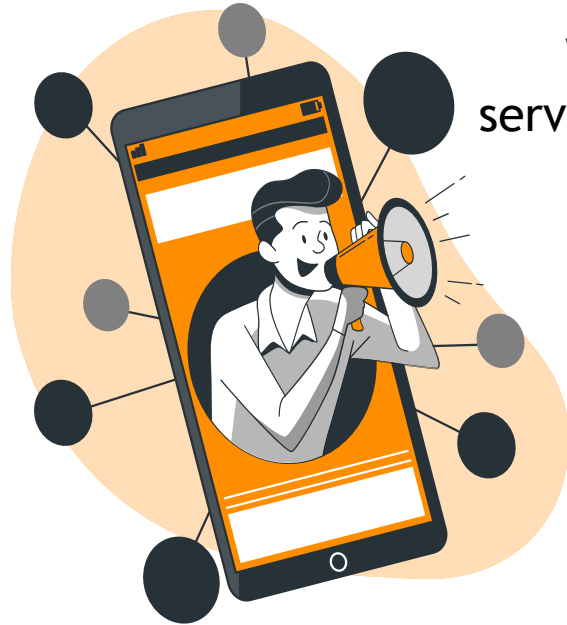
ShiftAbility

THE SMART LIVING MODEL OF CHANGE

Empowering states and providers

with an affordable technology-enabled service model

that furthers community integration, independence and

opportunities for and with people with developmental disabilities.

ShiftAbility

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.

What is not Smart Living Remote Supports?

Remote Supports is not just a monitoring system by an outside dispatch company. Staff are Agency's 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

*Shift*Ability

Smart Living Successes

► Published research on what technology investments have the greatest ROI and/or impact on independence

► A means for remote supports once a person leaves their home developed alongside service specific apps

► An alternative service model for people that have not gotten the waiver and are not likely going to be in an "emergency situation."

► Significant cost savings and increased independence

*Shift*Ability

INNOVATING A NEW MODEL

To address the growing demands and challenges with the current system, ShiftAbility proposes a new model without congregate living:

SMART LIVING MODEL

TECHNOLOGY

Leverage technology and training to increase independence

NUMBER OF RESIDENTS

Serve a smaller number of residents per home, and higher number per agency

TRAINING

Provide targeted training and service for each individual, staff member, agency and families

LOCATION (Clusters)

In natural neighborhoods and integrated in the community—putting staff within a five- minute drive

EFFICIENCY OF SERVICES

Develop an affordable service model that reduces Medicaid reliance and increases natural supports

ShiftAbility

A PERSON-CENTERED EXPERIENCE

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

TECHNOLOGY DETERMINATION
Tech team matches items with available and appropriate technology

IN-PERSON NEEDS DETERMINED
Items not solved with technology delivered through Integrated Targeted Supports

TEAM INTEGRATION, PRE-START TRAINING
Once all determined and authorized, transition and training period begins

SMART HEALTH INTEGRATION
A focus on smart health integration is explored

HOME AUTOMATION
Home Automation technology can be a value-add tool on top of remote support technology

FUTURE PLANNING AND SUPPORT
Continuous follow up on changing technology and needs, hope is always to use less

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 integrated support specialists

- Integrated support specialists specialize in areas they are passionate about

- Virtual Support Staff provide anticipatory supports, monitor for needs and drop in virtually for scheduled supports

- All time spent by 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 staff time by over 100 hours per/wk per site on average
- Xavier study on technology and independence showed incredible results
- Partnership with health companies for smart health devices
- Expansion of additional devices at home to further tech testing
- Service model currently being used in over 60 sites, ranging from single homes, small group settings, family homes and others.
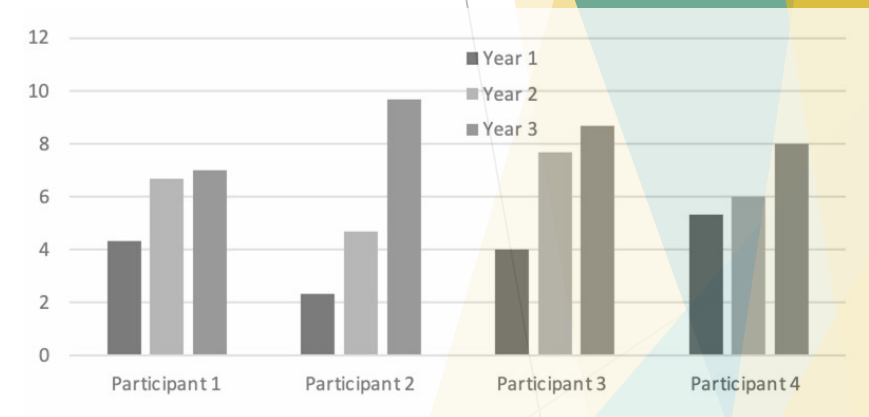
*Shift***Ability**

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

3-year Study Results:

Increase in levels of independence

THANK YOU

Brian Hart

ShiftAbility/Smart Living Systems
Chief Executive Officer
brian@shiftabilityconsult.com