

# *Pipeline Quarterly*

*January 2014*

*Remote Monitoring Means Independence for Todd*

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Directly above: Todd Brem on the job at Alkon, where he has worked for nearly seven years. Here, he indicates that on this day he machined 4208 parts.

Ohio Department of Developmental Disabilities, 30 East Broad Street, Floor 12, Columbus, Ohio 43215, (800) 617-6733,  
[www.dodd.ohio.gov](http://www.dodd.ohio.gov)

## Remote Monitoring is Supported Independence

The Ohio Department of Developmental Disabilities (DODD) is responsible for overseeing a statewide system of supports and services for approximately 90,000 citizens with developmental disabilities and their families. And among the thousands of individuals served, there are many who are ready for a greater level of independence than they currently have.

A Department initiative is to encourage supports and services that offer more independence and community integration, and help maximize resources. Remote Monitoring is one such service. Medicaid-funded waiver services in general are trending toward providing opportunities for more independent lives, and Remote Monitoring is emerging as a versatile, technology-based tool, useful in the mix of service options. *See article, p. 3*

Among the Medicaid-funded waivers within which Remote Monitoring is offered as a tool toward independence, the Self Empowered Life Funding (SELF) waiver recently has been joined by the Level One waiver and Individual Options waiver. *See sidebar, p. 3*

### *Remote Support ... Remote Staffing*

In day-to-day usage, Remote Monitoring is another way to offer remote support or staffing. Following is a basic description of these services and equipment:

*Remote Monitoring* means the monitoring of an individual in his or her residence by remote monitoring staff using one or more of the following systems: live video feed, live audio feed, motion sensing system, radio frequency identification, web-based monitoring system, or other device approved by DODD. The system shall include devices to engage in live two-way communication with the individual being monitored, as described in the individual's ISP.

*Remote Monitoring Equipment* means the equipment used to operate systems such as live video feed, live audio feed, motion sensing system, radio frequency identification, web-based monitoring system, or other device approved by DODD. It also includes the equipment used to engage in live two-way communication with the individual being monitored. *See additional information in the Remote Monitoring rule...*

*Here is a link to the Remote Monitoring Rule:*

<https://doddportal.dodd.ohio.gov/rules/ineffect/Documents/5123-2-9-35%20Effective%202013-09-01.pdf>

## Director's Message



DODD Director,  
*John L. Martin*

“*Remote monitoring is going to be more and more important in the mix of services available to individuals with disabilities and the elderly. We are looking closely at where and how this technology can benefit the people served, and the people serving them.*”

*-Director John Martin at a June 2013 Family Advisory Council meeting*

Welcome to 2014, and to a new look for our *Pipeline Quarterly* feature publication. I am pleased to help introduce this issue, focused on the subject of remote monitoring services. During 2013 I have noted a growing interest in the usage of remote monitoring technology to help provide needed services, and free-up direct care staff for other needs. In addition, it is an effective cost-savings tool, as hours of on-site staffing may be reduced, in favor of staffing for other activities with individuals within the community. Currently our data is showing that since our Individual Options waiver began offering remote monitoring services last year, 53 individuals have requested the newly-available service, and numbers are continuing to grow for those on the Level One and SELF waivers. We will be tracking this progress closely throughout 2014, and will provide updated information later in the year.

## Remote Monitoring is ...

When capitalized, 'Remote Monitoring' refers to the specifically-described Medicaid-funded waiver services. When not capitalized, 'remote monitoring' is used in the general sense of monitoring and/or assuring the safety of someone or something from a remote location.

Remote Monitoring includes various types of sensor and response systems installed at an individual's residence, with the goal of offering a way to live more independently of onsite services by providers. One of the strongest positive characteristics of remote monitoring is that it is highly customizable to the needs of an individual, with options including sensors, video and audio capability, and other communications equipment.

*This approach to service delivery can offer a person the ability to live more independently at home and interact safely, while lowering the cost of care. Persons being monitored from a remote, managed location to ensure positive outcomes and safety, will see a resulting benefit of lower overall costs-of-care due to less onsite staffing being needed.*

### 10 Helpful Options Available With Remote Monitoring

1. *Door Monitors*: Collect real-time arrival/departure times for staff and visitors.
2. *Door Video Clips*: Create a 10-second clip of all arrivals and departures, including the ability to identify key people.
3. *Video Clips*: Create videos and/or collect other data to document behaviors, with the intent to assist support team and behavior professionals.
4. *GPS Tracking Watches, Pendants*: Useful for individuals or their families if they need quick assistance.
5. *'Shock' Sensors*: Useful for individuals prone to seizures, and can be used throughout the home.
6. *Seizure Mats*: These detect slight body movements that may be generated by a seizure, and also detect increased sweating.
7. *Biometric/Telehealth*: Devices monitor blood pressure, weight, pulse, temperature, and other vital health information.
8. *Rovio*: A remotely-controlled robot that can be used to try to awaken a person, i.e., an individual who may be semi-conscious or unconscious.
9. *Flood Detector*: Shuts off water automatically if needed.
10. *Appliance/Light Controls*: For just about everything including stoves, refrigerators, and many other options.

In addition, other specialty sensors offer ways to monitor toilets flushing, medication containers being opened or closed, and even incontinence. (cont. on p. 10)

**“ Assuring fiscally sustainable programs and services that individuals with developmental disabilities have told us they want and need is the foundation for our 2014 planning. ”**

- Director John Martin

**Now ...  
along with the  
Self-Empowered  
Life Funding (SELF) waiver,  
the Level One waiver &  
Individual Options  
waiver include  
Remote Monitoring!**

Per the request of many people with developmental disabilities and other key stakeholders, Remote Monitoring now is available as a service to people enrolled in the Individual Options, Level One, and SELF waivers.

Most recently, the service was approved under the Level One waiver in September 2013.

**“ The Remote Monitoring rule states clearly that security and redundancy are key. You must include back-up systems to assure response. ”**

-Jarrod Hunt, Wynn-Reeth

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## Remote Monitoring is Independence for Todd ...

Wynn-Reeth Inc., headquartered in Green Springs, OH (spans Sandusky and Seneca counties), has provided Homemaker-Personal Care (HPC) services to Ohio's DD community for nearly 20 years, and is one of the major participants offering remote monitoring in Ohio. It is from that foundation that the company approached the provision of Remote Monitoring services and other security, safety, and support systems. Jarrod Hunt, owner of the company offers this observation:

“Building Remote Monitoring services into a person’s Individual Service Plan, and discussing it with a person’s family and support staff as an available option, can open doors to independence for many Ohioans with developmental disabilities. Sometimes, Service and Support Administrators (SSAs) or family members just don’t give a person enough credit or space to grow as they could.” He adds,

“We’ve seen many individuals benefit from remote monitoring systems when people had doubted that it could work for them. The equipment used is tailor-made for each person’s needs, and is as non-intrusive as possible.”

Take, for instance, Todd Brem. Todd works at Alkon Corp., a manufacturer in Fremont, and used to come home to roommates and staff. Now staff hours through provider *Rest Assured*, are reduced from 55.5 hours per week to 10.5 hours per week, and he’s in his own apartment. “It’s going on two years now, and I can’t say enough about how much better I like it this way,” says Todd.

In the same community, Cory Nagy’s remote monitoring service is provided by Wynn-Reeth. He’s a soft-spoken young man, and his SSA, Kelly Jordan at the Sandusky County Board, explains that Cory was comfortable with remote monitoring from the beginning. “He’s ready to be more independent, and uses remote monitoring as a

(cont. on p. 5)

### *Working on more independence:*

Cory works part-time at Sandco Industries, but is looking ahead to new options. He enjoys sports and his pets -- interests that can lead him to work in related community-based jobs.



### *On the job at Alkon:*

Todd has worked at Alkon for more than seven years on a contract basis. He hopes to become a direct employee in 2014 with the aid of programs such as Medicaid Buy-In. At home, remote monitoring equipment through provider *Rest Assured*, offers safety and re-assurance via a camera and monitor. At Alkon, his supervisor notes, “*He’s not as stressed out anymore like when he had roommates.*” Todd adds, “*They’re willing to help you -- they’ll always help you -- and they’ll explain if you don’t understand.*”

... and for Cory ... and many others.



## Reassurance and Safety for Many

(cont. from p. 4)

medication reminder and as kind of a safety net,” she says. Cory lives with a friend, Josh, and a few pets -- including an Iguana named ‘Speedy.’ Josh has no staff services, and Cory has drop-in staff three days per week, along with a remote monitoring call-in to his cellphone each day, and a short on-line meeting about once each week. Sandusky County Board Adult Services Director Doug Krieger observes that Cory’s system is non-intrusive and effective in meeting Corey’s needs. He comments, “Cory has learned to take more responsibility for following up with the provider if needed, and is comfortable with the system.”

A man of few words, Cory volunteered this without hesitation when asked how he feels about remote monitoring in his home ...

“I know it’s there for me.  
Makes me feel more safe.  
Now, I have to get back to work.”

In talking with Cory, Todd, Doug, Kelly, and others about the opportunities afforded by remote monitoring services, it is clear that the benefits of *increased independence, cost savings, self-direction, and improved safety and security* are key reasons for County Boards to recommend that the service be considered. As Ken Smith, Technician at Wynn-Reeth explained,

“One of the biggest challenges is to get the word out on what remote monitoring can do to help people with developmental disabilities, regardless of who the service provider is. Describing what it can include, like ‘emergency call pendants’ for people who have seizures, is so important.”

Special thanks to Doug Krieger, Sandusky County Board of DD.  
Contacts: [DKrieger@scbdd.org](mailto:DKrieger@scbdd.org); [www.wynn-reeth.com](http://www.wynn-reeth.com);  
[www.restassuredsystem.com](http://www.restassuredsystem.com)

“I can see here that the iguana has not gotten loose in the living room.”

Yes, that’s what Walt in the Wynn-Reeth monitoring center could be saying, as he checks in on Cory’s apartment. Not so this time -- an alarm would sound -- but the iguana is an adventuresome pet, according to Cory. He says, “I didn’t name him ‘Speedy’ for nothing!”

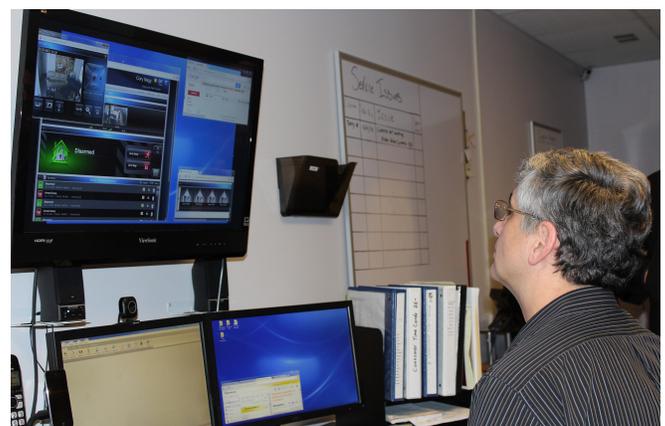


### *Sometimes, a solution is a simple one:*

It might look like child’s play, but this toy-like device is actually a very effective noise modulation system for a person with hearing impairments. It flashes when a noise-level is too high, and can be programmed along with other remotely monitored equipment, explains Wynn-Reeth field technician Rob Marksbury.



“What goes into this box is totally dependent upon the customer.” Wynn-Reeth CEO Jarrod Hunt explains, “Once we learn what that person needs, we customize the electronics, and a technician works with the individual and his or her support team on how to use it most effectively.”



## Revisiting an Early Adopter - How it Worked for Steve

In 2011, *Pipeline Quarterly* visited Steve Queen at his home where he lived in Sandusky County with his wife Maya, and friend Aaron.\* When we asked Steve if he would recommend remote monitoring support to someone else living in the community with the help of County Board services, he responded ...

**“Would I recommend it? Well, it saved my life once already!  
So yeah – I’d recommend it.”**

As an ‘early-adopter’ of remote monitoring services, Steve shared information about how their lives were more connected to services and supports in a cost-effective way, and how their service provider *Rest Assured*, worked in tandem with the local County Board. Sandusky County's first experience with a remote monitoring service was at Steve's home in Fremont, where the provider installed video cameras, sensors, an interactive monitor, and speakers.

The equipment was installed in the main living area with a camera in the kitchen, and one pointed toward the front door. Sensors also were placed on the stove and doorways to trigger a signal to the response center. The internet-based system used wireless technology and live/real-time interaction with people on-screen at the provider's support center. Steve said, “I can talk with them 24/7! They helped me when I cut my finger in the kitchen -- I just showed them my hand and they kept me calm and told me what I needed to do.”

He added, “They also reported right away, using our emergency contact procedures, when I passed out one day! They pretty much saved my life that time, because I was up one minute and down the next, and no one else was home. Sometimes they keep me company when I'm nervous about something, and before, I probably would have called 911 to go to the Emergency Room. I feel a lot better knowing that I've got them here when I need them.”



*In 2011* Steve pointed to a monitoring sensor on his front door and explained,

**“ See this? It helps us live our lives here without worrying so much. I used to call 911 a lot, and now I get help without having to do that. ”**

*\*Steve since has moved, and we are told is still a great fan of remote monitoring. See complete story in Pipeline Quarterly, Spring 2011, at [www.dodd.ohio.gov/Pipeline](http://www.dodd.ohio.gov/Pipeline).*

## Service Provider Observations

Speaking with service providers at a recent conference, *Pipeline Quarterly* learned a great deal about remote monitoring and the various approaches available around the state. For example, in speaking with representatives of provider *AcreeDaily*, it was clear that the company's roots in technology are at the core of the integrated monitoring systems they create. CEO Dan Blend and CFO Brian Blend explained it this way ...

**“Tell us what you need, not what you have.”**

They added, “The biggest obstacle is getting over the fear of technology that many people have. Once that happens, the door is open to use Homemaker-Personal Care services more effectively and efficiently as part of the mix of services, while still assuring that health and safety is the priority.”

*See related information at “What They’re Saying,” p. 9*

**“ Think of remote monitoring as a companion, designed to allow individuals a degree of independence, while providing a high level of safety. Remote monitoring leverages different technologies to assist people and ensure a secure environment in the home. ”**

*- At [www.acreedaily.com](http://www.acreedaily.com)*

## Delaware County On-Board Early

*Delaware County service participant Eric Brewer had grown tired of 24/7 staffing and felt that he was ready to be more independent in his own apartment. After living in institutions and foster care for years, he was ready to take new steps forward. Eric asked his SSA, Aaron Tiedt, what they could do to reduce the amount of time in-home staff spend at his apartment.*

Reluctant to eliminate staffing altogether, they agreed to try a part-time remote monitoring solution. After more than a year, the decision has proven to be a good one. Eric receives remote monitoring services from *Rest Assured*, a service provider headquartered in Lafayette, Indiana. Every day Eric's in-home staff arrives in the morning and spends the afternoon with him until he goes to work.

Shortly before he arrives home, a *Rest Assured* technician comes online to remotely check on the apartment, and then talks with Eric on his return home. On days that Eric does not work, the provider leaves in the afternoon and Eric is able to spend the rest of the day alone until *Rest Assured* returns online later to check in with him.

### Eric's independent spirit is what prompted Eric and his SSA to decide that remote monitoring was worth a try.

And while he now may be the only person in his apartment at night, Eric does have 'company' in the form of a computer and related camera system that keep tabs on Eric in real-time. Speakers, a dedicated phone line, and a remote-control lamp allow remote monitoring staff to communicate with him or illuminate a room any time. Health and safety is Priority One.

Eric's greater independence and comfort level with being home alone are clear benefits of the system, and so is the reduced cost. According to Tiedt, "Remote monitoring costs the CountyBoard about half as much as an in-home caregiver. And it offers a way to, incrementally, reduce dependence on caregivers. For example, if you were a caregiver, would you want to come over, sleep for a few hours, and then have to wake up in the night and leave? With remote monitoring they're 'off the clock' with the flip of a switch. It offers a great way to reduce the service when it's not needed, so we're not paying people to sleep -- that isn't helping Eric or the Board."

Dustin Wright, *Rest Assured* General Manager, added this perspective, noting the fact that technology is only part of the solution offered by remote monitoring. He stated, "Remote monitoring is about connecting a person who needs a service to a person who is providing it - technology is just the medium that connects them."

Excerpted from the *DD Advocate Magazine*, Summer 2012: "Remote Monitoring allows greater independence while saving money in Delaware County."

## It's Working for Them

Delaware County Board SSAs have provided two more examples of how remote monitoring is working for their participants:

### David P. & David H.

*"We have two individuals who live next door to each other. David H. requires in-home staff. They can also monitor David P. with an inexpensive 'infant monitor' system. We are no longer using the computer-based monitor system for David P. and David H. The infant monitor with audio and video works just as well in this case. It's a great situation for overnight because David P. likes routine and his privacy. He sleeps well and doesn't need more than this type of supervision. Plus, staff are right next door if he needs them. David H. definitely needs staff there with him to keep him safe in his own home."*

### Dora

*"Dora might otherwise need two-on-one staff. Remote monitoring provides backup for on-site staff. So, she uses the monitoring as a second staff person. Dora has a history of challenging behaviors, and so remote monitoring is active at all times when Dora is in her apartment, and is to contact law enforcement directly in the event that staff is unable to do so on their own. At this time there has not been a need to contact law enforcement, but the squad has needed to be contacted due to medical emergencies."*

Delaware County Board of DD Superintendent Bob Morgan notes that each usage of remote monitoring technology is as individualized as the persons themselves. "There are many options in terms of technology in conjunction with staffing. It's just a matter of finding what the best fit might be, and working closely with the individuals. It takes time for people to get comfortable with new options and give them a try."

## The Rights of People with Cognitive Disabilities to Technology & Information Access

More than 28 million people in the U.S. alone are affected by impaired cognitive function such as intellectual disabilities, brain injury, Alzheimer's disease, stroke, and serious, persistent mental illness. People with cognitive disabilities have an equal right to technology and information access. A coalition of disability organizations and individuals asserted this right in a *formal declaration*, announced at the Thirteenth Annual *Coleman Institute National Conference on Cognitive Disability and Technology*, held October 2, 2013, in Broomfield, Colorado. The mission of the *Coleman Institute for Cognitive Disabilities* is to catalyze and integrate advances in science, engineering, and technology to promote the quality of life and independent living of all people with cognitive disabilities.

### - Whereas -

- Twenty-eight million U.S. citizens have cognitive disabilities such as intellectual disability; severe, persistent mental illness; brain injury; stroke; and neurodegenerative disorders such as Alzheimer's disease;
- People with cognitive disabilities are entitled to inclusion in our democratic society under federal laws such as the Americans with Disabilities Act (ADA), the Developmental Disabilities Assistance and Bill of Rights Act (DD Act), the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act, and under state and local laws;
- The disruptive convergence of computing and communication technologies has substantially altered how people acquire, utilize, and disseminate knowledge and information;
- Access to comprehensible information and usable communication technologies is necessary for all people in our society, particularly for people with cognitive disabilities, to promote self-determination and to engage meaningfully in major aspects of life such as education, health promotion, employment, recreation, and civic participation;
- The vast majority of people with cognitive disabilities have limited or no access to comprehensible information and usable communication technologies;
- People with cognitive disabilities must have access to commercially available devices and software that incorporate principles of universal design such as flexibility and ease of use for all;
- Technology and information access by people with cognitive disabilities must be guided by standards and best-practices, such as personalization and compatibility across devices and platforms, and through the application of innovations including automated and predictive technologies;
- Security and privacy must be assured and managed to protect civil rights and personal dignity of people with cognitive disabilities;
- Enhanced public and private funding is urgently required to allow people with cognitive disabilities to utilize technology and access information as a natural consequence of their rights to inclusion in our society;
- Ensuring access to technology and information for the 28 million people with cognitive disabilities in the United States will create new markets and employment opportunities; decrease dependency on public services; reduce healthcare costs; and improve the independence, productivity, and quality of life of people with cognitive disabilities.

### - Therefore a Declaration -

We hereby affirm a commitment to equal rights of people with cognitive disabilities to technology and information access and call for implementation of these rights with deliberate speed.

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View this document and more at: <http://www.colemaninstitute.org>

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## What They're Saying About Remote Monitoring ...



In her apartment's kitchen, Christine Brown (right), talks about the SELF waiver with her Service Coordinator, Megan Larkin, noting,

“ *The SELF waiver gives me service options that I need, and saves money for the system. More self-directed services are what's needed!* ”

While Christine has no need for remote monitoring services, she is a strong advocate for self-directed services and the availability of opportunities to choose them.

More at <http://dodd.ohio.gov/pipeline>  
Click on 'Summer 2012,' p. 4

### What is risk?

When making new choices there is always risk. Risk may be defined as 'the chance that something bad might happen when you make a choice.'

Information is power! *To lower the risk* of harm in an activity, people should be ... *Careful* when they know that there is some risk in the activity ... *Cautious* when they know that there is a high level of risk ... and, *Very Cautious* or *choose against the activity*, if they know the risk is very high.

More at <http://ddssafety.net/content/choices-and-risk>

*... and other technological advancements for people with disabilities*

*“It's a cost-effective way to have the supports needed, and individuals can use the additional service dollars they are saving to do other things they would like to do.” - Doug Krieger, Adult Services Director, Sandusky Co. DD*

“I'd like to say something about the 'Right to Risk'. It's important. People with developmental disabilities have a right to accept a new challenge in their lives that might be a step toward independence. Risk with care and proper support is a way to move forward.”

- Brian Blend, *AcreeDaily*

See more at <http://ddssafety.net/content/choices-and-risk>, and [www.acreedaily.com](http://www.acreedaily.com)

*“Reducing calls to 911 is a big plus. We've worked with some individuals who have called 911 so many times that the paramedics would wave to the cameras when they were called to a person's home ... then then we'd work together to educate the person about the safety and security protocols in place to assist them.” -Ken Smith, Wynn-Reeth technician*

“Advancing the rights of people with cognitive disabilities to technology and information access is an extremely important next step in the worldwide implementation of inclusion and choice. Modern and developing societies are capable of moving more rapidly toward an inclusive future through the diffusion and application of communication and technology supports.”

-From the publication *Inclusion*, published by the *American Association on Intellectual and Developmental Disabilities*,

*“Remote monitoring fills a need at a point in time and is very flexible ... growing with and adapting to the person served. It is not age-specific or disability-specific. And, it's not only a camera, which is what some people think when you first talk to them. Most important is probably the evaluation up-front of what the person needs and wants.*

-Howie Kiner, *Sengistics*  
More at [www.Sengistix.com](http://www.Sengistix.com)

## Remote Monitoring is ...*(cont. from p. 3)*

### Critical Considerations

- *Remote Monitoring staff should be Homemaker-Personal Care (HPC)-trained* so they can provide cognitive support when warranted.
  - *Equipment must be highly reliable and customizable.* Because no two situations are the same, everything should be based on the individual and their environment.
  - *Simplicity of the system is critical.* It may be complex for the provider but must be very simple for the individuals and their families.
  - *The smaller the monitoring 'footprint' in their home, the better.*
- In some situations, remote monitoring can create anxiety for an individual.
- *Create an assessment plan.* Sometimes it becomes clear that the individual does not actually need remote monitoring and all the available 'bells and whistles.' A more simplistic solution may be needed, such as a standard security system.

Testimonials on the usage of Remote Monitoring services include these:

"We don't look at it as introducing technology into someone's life to replace staff. Our view of remote monitoring is that we are providing HPC services in the home just like any other provider. We just pick a different way to do that. Monitoring staff are fully trained HPC staff – some provide direct care as well. The individuals blossom with the increased independence! They feel like they have some time alone and some privacy yet know they have help if they need it." – *RSS Monitoring, Vendor Testimonial*

"We utilize a wide variety of coordinated sensors to provide a complete package of custom monitoring tailored to meet unique individual needs. We continually monitor activity, or lack of activity, through our 24/7 Sengistix Response Center to ensure that individuals are safe." "Sengistix provides vulnerable individuals with safety and freedom of expanded choices for living with more independence." – *Sengistix, Vendor Testimonial*

Excerpted, in part, from the *OPRA Review*, October 18, 2013.

“*The individuals blossom with the increased independence.*”

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**The Mission of the  
Ohio Department of Developmental Disabilities**  
is continuous improvement of the quality of life  
for Ohio's citizens with developmental disabilities  
and their families.

### Publication Notes

Published four times annually by the Ohio Department of Developmental Disabilities (DODD) Division of Legislative Affairs & Communications, *Pipeline Quarterly* focuses on people and topics of interest to the statewide developmental disabilities community, and supports the Administration's core concepts and philosophy.

We thank all who have allowed us to work with them to prepare this issue, and who have contributed to its development.

Reader ideas, comments, and feedback are always welcomed. Please submit ideas and feedback to editor Sherry Steinman, [sherry.steinman@dodd.ohio.gov](mailto:sherry.steinman@dodd.ohio.gov), or call (614) 644-0262.

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The next issue of  
*Pipeline Quarterly*  
will report on the subject of  
**Employment**  
for Ohioans with  
Developmental Disabilities



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